

# THE ULTIMATE GUIDE TO GETTING A NEW JOB in Essex

*Learn about Careers in: Advanced Manufacturing & Engineering | Care | Construction |  
Financial & Related Services | Health | IT, Digital & Creative | Logistics*



TOP 10  
SKILLS  
employers  
look for!

Find out what employers  
want to see on your CV!

How to find the PERFECT  
job for you and how to apply...

8 Top tips on starting  
your own business!



Employment  
and Skills Board



What's Your Thing?  
2018-2019 Edition

“

# Hello...



**Adam Jones,**  
ESB Chair and  
Head of HR Operations,  
Teledyne e2v,  
talks you through the ins-  
and-outs of how to get  
started on your CV from  
page 4!

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Meet  
Our  
Experts:



**Adele Carnera**  
ESB Financial & Related Ser-  
vices lead, DST Adele explains  
the financial support you could  
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**David Bell,**  
ESB Vice Chair, Simboc Ltd.  
David teaches you what you  
need to know to start your own  
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**Alison Calnan,**  
ESB Vice Chair, Ford Motor  
Company UK Alison takes you  
through the different ways you  
can get well-being  
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Welcome to the 2018 -19 edition of 'What's Your Thing?'. Whether you are looking for your first job or your 20th this guide has been produced to help you find your next career.

Whether you need help with making informed decisions, want to learn more about different jobs, require training or want some general advice and tips, you will find a range of information that will help. You can explore articles that will help you find out why you should work in a particular sector, how you could start your own business, how to produce a better CV and much more.

We've put lots of career suggestions into this guide from working in health or construction, through to digital, engineering and finance. Perhaps you'll be inspired to apply for a job in a field that you haven't considered before?

My background in recruitment has taught me that anyone can achieve their ideal job but they must have determination as well as realistic expectations.

Changing careers and job hunting can be a daunting experience but by following the tips in this guide and by finding out as much as possible about the career you want, you will put yourself in a strong position to achieve your goals.

Most people will try out multiple jobs before deciding which direction to take, so don't be afraid to try something new.

Everybody who is pursuing any career will inevitably have set backs along the way, but the key is not to let this hold you back and to keep looking for the right opportunity for you.

As for finding that 'dream' job, take a read through this magazine and then search websites such as Facebook, Twitter and LinkedIn. These forms of social media are used frequently for employers seeking new talent. I should know, it's where I look.



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# Getting ready for a new job



ESB Chair and HR Expert, Adam Jones:

If you're ready for a new start, be it a new career, your first job or even a training opportunity, you are in safe hands! I know what employers look for and so I'm here

to help you make all the right impressions with your CV.

You can find some of my key tips on how to prepare your CV over on page six.

Before we jump right into it, though, let's talk about a few ways you can ensure that you have everything in place to begin your journey in finding a new career or job.

## email

Setting up an email is free and easy to do. The best way to do this is to set up a webmail account. This is a type of email account that you can access from any computer by logging onto your account securely. Some typical webmail services include Google's Gmail ([www.gmail.com](http://www.gmail.com)) and Microsoft's Outlook.com ([www.outlook.com](http://www.outlook.com)).

When selecting an email address, it is important that it feels professional and that you don't use nicknames. Typically, you should use your own name and the remainder of the address is provided by the email service itself. For example, your new email address would be: yourname@gmail.com if you chose to create a Google Gmail account for example.

A common name may already be taken for an email address so you may need to add a number or something additional to distinguish the new address as a unique one.

## social media

Sites like Facebook, Twitter and LinkedIn all allow employers to get a glimpse of who you are outside the confines of a CV, cover letter, or interview - while they offer job seekers the opportunity to learn about companies they're interested in; connect with current and former employees; and hear about job openings instantaneously, among other things.

Be sure to create a LinkedIn profile for establishing professional networks and gaining employer insights and different networking and information sourcing groups. Creating a profile is free and you can search for people and companies: [uk.linkedin.com](http://uk.linkedin.com)

LinkedIn is an essential site for employers to find potential employees. Keeping your profile up-to-date with all of your skills and experience will help create new opportunities for you too.

All of your social media accounts are online so that means you might want to consider what you post as it could be discovered by potential employers. You can set your account settings to be private or choose visibility settings on posts on some networks like Facebook.

You can use Facebook to access vacancies through local pages and company pages, but LinkedIn is a better option for job searching if you want to use a social media account.



“

*The real secret to getting your CV right is the work you do beforehand ...”*

## your details

Never provide someone with your bank details before you've been through the interview process and been offered a role. Similarly, when writing your CV, details such as your date of birth, National Insurance number or a scan of your passport are not legally required, so there's no need to include them.

Ask yourself: does a recruiter need to know this to help me get the job? If the answer is 'no', it's best to keep it to yourself.

Most employers will not ask for details such as age, gender or race as it is unlawful for them to take these details into account when considering your application. If you are asked about these within the application process, do not feel obliged to answer these questions if you are not comfortable to do so.

“See my CV writing tips on the next page”!



# Get Your C.V Prepared.

“

*Your CV is often the first impression you make with a potential employer. ”*

Your CV is one of the most important parts of applying for a job. A CV will show an employer all of your experience and skills to prove that you're a great match for their job.

Your CV needs to stand out from the rest (for the right reasons!) so I've created some tips to help you secure that interview. Let's start from the top and work our way down.

## HEADING

At the top of your CV you will need to let employers know who you are and some details about you too. You might want to include your name and your contact details (such as phone and e-mail). Make sure your name stands out by making it slightly larger or by putting it in bold.

## PROFILE

Include a few sentences about you and your skills to give employers a better understanding about you and get their attention.

Make sure you edit this to suit the role that you're applying for so that you promote all of your best points. In fact, it's important to adapt your CV for each job you apply for so that you best demonstrate how you are suited to the job.

## EXPERIENCE

Once the introductions are out of the way, the employer will mostly want to see what experience you have. If you have had a lot of different jobs, it is best to include up to 10 - 15 years of experience as long as your CV doesn't go over two pages.

If you have had a role earlier in your career that is more relevant to the role you are applying for now, include it! Remember that you might have to explain any gaps you have in your CV in an interview.

If you don't have any experience, you can instead list some other responsibilities you have had: perhaps you have had to raise a family or have just finished education. Be sure to highlight any voluntary work or training you may have had too, but if it's still difficult to add any of this you can also address this in your profile; be honest, but don't highlight any negative experiences.

## KEY SKILLS

It can be hard to decide what skills and experience to include. It's important to keep it relevant, but here are some things that may help you consider all of your experience:

<b>Administration</b>	<b>Communication</b>
<b>Creativity</b>	<b>IT &amp; Digital</b>
<b>Interpersonal</b>	<b>Finance</b>
<b>Problem-solving</b>	<b>Managerial</b>

Whether it is in a work-environment or not, you will have many relevant skills.

Regardless of your work experience, you can list some of the skills you have developed through your own experiences, including being a carer, a parent, a volunteer or from any personal projects you've started or been involved in. There's a section on Transferable Skills on page 23 which may also give you a few ideas for this section.

## EDUCATION

In this next section, you should list your complete education, including the places you studied, the years you were a student and the qualifications and levels you studied to.

Only include grades in which you passed. Be sure to arrange your places of study chronologically and all of your courses alphabetically or numerically according to the grade you received.

If you have a higher level qualification such as a degree or above, you might find it sufficient to simply list your degree level and the required qualifications to gain access to the course (such as A-Levels or equivalent).

Remember, if you list a qualification, certificate or award, have copies of them to hand as an employer may request to see them.

## INTERESTS/ACTIVITIES

After your education, you should list some hobbies and interests to help demonstrate more about you as a person. By listing these interests, you show that you are active and may highlight some other skills you have: perhaps you compete or practice in a sport, or maybe you enjoy doing something creative.

This is a good place to list any voluntary activities or projects you have been involved in, but certain activities like watching TV, partying or listening to music won't interest employers.

## EXTRA TIPS

Make sure your CV is clean and simple to read. Using lots of different fonts and colours actually makes it distracting. You can find lots of free templates online to help with your layout.

As a rule, keep your CV to no more than two pages long.

List your previous experience in order of relevance to make it easier for the employer to shortlist you.

Inconsistent formatting, typos, and uncommon file formats are all quick ways to present yourself in a negative light. Check and check again!

Don't include things just to fill out the CV; every item on your list should be relevant to the job you are applying for.

Most CVs are too descriptive, whilst they should be achievement orientated. Take a look at each bullet point on your CV and see if you can make it achievement based.

If you follow all of these steps, you'll have a great CV. It can take some time, but it is important to get it right. Now there's just one more thing you need to complete before you can get applying.

## COVERING LETTER

Your covering letter is another important document; it is a way often used to introduce yourself and link your skills to the job application. You need to take some time to tailor the letter to the job even if you're applying directly by email.

Write a strong covering letter to explain your skills, experiences and interest in the role. and do your best to find the name of the person you are addressing it to. Do all of these things and your application will really stand out from the crowd. Remember that it is important to stay professional when, but don't make it overly formal.

# what is a Growth Mindset?

and how can you use it to get success

When looking for jobs it's usual to have a number of setbacks along the way. One way of ensuring that this doesn't get you down and to maximise your success is to adopt what is known as a Growth Mindset.

People who choose to believe that their talents can be developed (through hard work, good strategies, and input from others) have a growth mindset. They tend to achieve more than those with a more fixed mindset (those who believe that talents are natural gifts). This is because they worry less about looking smart and they put more energy into learning.

If you go into your job hunt optimistic about finding a job that will eventually become your new career, you'll inevitably have a more pleasant (and most likely, faster) job search experience. Having a negative attitude (e.g. "This job search will take forever" or "I'll never find something that I want to do") can ruin your chances for job search success.

**"You can train your brain to think very differently."**

## The "Fixed Mindset"

The Fixed Mindset represents a certain group of people who believe that you're born with the intelligence and the traits that you will have your whole life. Nothing you can do can change it, so people who have a Fixed Mindset, "worry about their traits and how adequate they are. They have something to prove to themselves and others." In essence, those who possess a Fixed Mindset will often limit themselves.

## The "Growth Mindset"

Unlike the Fixed Mindset, people who have a Growth Mindset view their lives as a continuous learning and growing process. They view their intelligence, characteristics, and traits as a launching pad for greater things. They know that it takes time and energy (as well as desire) to develop into the people they are meant to be — and are prepared to make the investment.

## Can I have a "Growth Mindset"?

Good news! Your brain is constantly developing which means that you can train your brain to think very differently. Take a look at the next page to find out what you can do to ensure your success!

**Want to learn about some of the key sectors in Essex right now?  
Jump to the next article to take a look at our first sector profile!**

"Failure is an opportunity to learn"

"Challenges help me to grow"

"Trying new things is better than not knowing"

"My effort comes from my ability"

"I don't like being challenged"

"I'm either good at it or I'm not"

"Feedback is personal"

"I stick to what I know"

"I'll never improve"

**- which one of these sounds most like you? -**

growth mindset

## Changing Your Mindset to Achieve Success:

People with a growth mindset understand that one particular failure, will contribute to another success because they can learn from it. Remember that these kinds of experiences can teach you something valuable - chances are you won't make that same mistake twice on your CV or interview if you know it could be the very thing that stopped you from getting that job!

Breaking out of your fixed mindset will also require you to stop comparing your ability to others. It is very easy to give up before you even begin because of what you think another person might be good at, but being confident in your efforts is equally as important to an employer.

When looking at two different CVs, an employer won't always be able to tell the difference between someone who is naturally skilled and someone who is simply a hard-worker. So, when it comes to applying for jobs, you have nothing to lose and a lot to gain!

## Taking the Next Step:

Let's put your new, growth mindset to good use by writing a new CV. Applying your growth mindset from the very start will help you make sure that you are doing the most you can to show yourself off.

fixed mindset



# Advanced Manufacturing & Engineering

## OPPORTUNITIES IN ESSEX

focus on

From aerospace to automotive, delivering the latest Thames Crossing or designing the next fleet of electric cars or space imaging sensors, the engineering field impacts every aspect of our lives. Advanced Manufacturing and Engineering covers an extremely wide range of different roles and jobs.

The possibilities in the sector are huge and we have a number of the world's best companies here in Essex including; Ford, Teledyne e2v, Raytheon and Konica Minolta. These companies require people with a broad range of skill sets and there are plenty of entry routes to start a new career.

14,700+

job postings in 2017

49,500+

total employees in Essex

£30,000

average advertised salary in 2017

4,300+

total businesses in Essex

## MYTHBUSTING

### 'ENGINEERING DOESN'T PAY VERY WELL'

An engineer can expect to earn £32,699 a year, whereas, national average pay in the UK is £27,607.

### DOES MANUFACTURING HAVE A FUTURE IN THE DIGITAL AGE?

UK manufacturers are already gearing up to take advantage of new technologies which will shape the way factories look and work.

### THERE AREN'T MANY OPPORTUNITIES ANYMORE

There will be over 2.5 million job openings in engineering companies up to 2022.

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

Repair  
Computer Aided Design (CAD)  
Wiring  
Software Testing  
Machinery  
Project Management  
Electrical Engineering  
Quality Insurance & Control

### TOP JOBS ADVERTISED IN ESSEX

Maintenance Engineer  
Production Worker  
Electrical Engineer  
Mechanical Design Engineer  
Welder  
Metal Worker  
Planning Technician  
Product Manager

## EXAMPLE JOB ROLES

### ENTRY ROLES

If you have a willingness to learn then there are plenty of opportunities to enter this sector at entry level as well as at higher skill levels.

#### Manufacturing Production Operator: £16k - £22k

You can start your career in the manufacturing and engineering sector by working within a production area. You will often work in a team and need to have a good eye for detail to ensure the quality of your work. Most companies will provide training which will help you develop your skills quickly and progress your career.

#### Paint Shop Prepper: £20k - £35k+

Many manufacturers of components and products require them to be painted post-production. You will likely work within a clean room at their manufacture facilities and duties will include sitting down and preparing small plastic items for the paint shop.

#### Engineering Apprentice: £18k - £20k

Remember, Apprenticeships are not just for young adults – in fact anyone, of any age, can do an apprenticeship. There are many different types of engineering apprenticeships covering activities such as: Installation, Aerospace, System Engineering or Electronics. Remember you'll be paid to train and this route can take you right through to degree level qualifications and the salaries that go with that.

### OTHER ROLES

You'll often need a background in a branch of engineering, physics or computer science to access jobs in this sector, so read our guide to training to find out how to gain the skills you might be missing!

#### Aerospace Engineer: £28k - £45k

Aerospace Engineers apply science and technology to create aircraft equipment and design aircraft mechanics on computer systems. Aerospace engineers work on improving flight safety, fuel efficiency and speed and weight, whilst reducing system costs and using advancing technologies to meet business or consumer needs.

#### Mechanical Engineer: £20k - £28k

Most industries rely on a form of mechanical systems and mechanical engineering to produce and repair a whole host of products. We're not just talking about engines either - we mean from the most intricate, to the most powerful creations: mechanical hearts, production processors and medical robots. They can work on all stages of a product, from research and development to design and manufacture, through to installation and final commissioning.

#### Product Manager: £30k - £40k

With every project someone needs to oversee its production and execution. Product Managers ensure that things are in order from health and safety and regulation requirements to ensuring team targets are met. They oversee the product from assisting the plan to the big launch.

#### Engineering Geologist: £21k - £50k+

Do you have any idea how to build a 26 mile rail tunnel? This was one of the big challenges when building Crossrail in London. Engineering Geologists solve engineering problems involving geological hazards, ground conditions, material and properties, ensuring that the zone is completely inspected before and during construction.

what can I earn?

£15k+

2,200

£20k+

3,100

£30k+

3,700

£60k+

400

£90k+

75

Number of job postings, 2017

# MY EXPERIENCE: ENGINEERING/Hayley



“ One of my reasons for getting into engineering was to prove to other women that you can do what people think is a man’s job. Before I started this job, I didn’t even own a screw driver. All of a sudden I’ve got a tool kit and I can strip down a photocopier and build it back up again.

I saw the role advertised as a trainee engineer and thought ‘could I apply for that?’. I thought, because it’s a blue job, I probably shouldn’t. I mentioned it to the HR team, and they said to me “why can’t you apply”. Hopefully it will open more doors for me now. My kids are getting older now, so I figured it’s now time for me.

- Field Service Engineer



KONICA MINOLTA

## WHERE COULD YOU WORK?

### KEY EMPLOYERS WITHIN ESSEX

BAE Systems  
CNH Industrial  
Ford Motor Company UK  
Gardner Aerospace  
Ipeco  
London Stansted Airport  
Olympus Keymed  
Teledyne e2v



## What's next?

Hayley’s advice for getting into the sector: “Having a goal is important. Ultimately I want to be successful. I would always advise people to take a step back, and look at the bigger picture. You’ve got to be determined and know that you can achieve whatever you want to. That’s certainly how I’m raising my children.” Be sure to check out sites like: [www.justengineers.net](http://www.justengineers.net) or [jobs.theengineer.co.uk](http://jobs.theengineer.co.uk) to find vacancies in this sector.

focus on

# Care OPPORTUNITIES IN ESSEX

The care sector is a big industry in Essex and with an ageing population more and more jobs are becoming available across the sector.

Working in care is all about providing personal and practical support to help people live their lives. There are lots of different roles regardless of what you want to do, who you want to work with and where you’d like to work. You could be supporting someone with a physical disability, autism, dementia or a mental health condition. You could be working in a care home, out in your local community, in a hospital or from someone’s home.

8,300+

job postings in 2017

44,500+

total employees in Essex

£24,700

average advertised salary in 2017

1,390+

total businesses in Essex

## MYTHBUSTING

### ‘THERE AREN’T REAL CAREER OPPORTUNITIES’

Most companies will invest in training their staff. If you’re dedicated and have a good attitude, there is plenty of promotion potential.

### ‘CARE IS A BADLY PAID INDUSTRY’

All employers must pay the living wage but many social care employers pay more to show how they value their staff and offer better training opportunities. The salary of an entry level care assistant can be up to £16,000 which is often more than other sectors.

### ‘CARE STAFF AREN’T VALUED ENOUGH’

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

Caregiving  
Communication  
Care Planning  
Disability support  
Working with Learning Disabilities  
Cleaning & Sanitation  
Supervisory Skills  
Teaching

### TOP JOBS ADVERTISED IN ESSEX

Personal Care Assistant  
Social Worker  
Support Worker  
Auxiliary Nurse  
Home Manager  
Activities Coordinator  
Psychotherapist  
Equality and Diversity Officer



# EXAMPLE JOB ROLES

## ENTRY ROLES

A great thing about care work is that you don't always need any formal qualifications to start with (just certain personal qualities such as being caring and patient). You will often receive all the training you need to be able to do your job:

### Activities Coordinator: £16k - £26k

Activity Coordinators are responsible for developing an activity plan for care home residents which will stimulate new interests and skills and meet their individual needs. Put the fun in people's lives with the events you organise and deliver.

### Care Assistant: £12k - £18k

Simple tasks like getting food or making a bed can make a lot of difference to the people that can't do them for themselves. Care Assistants help make someone's day to day living a little easier by making sure they are happy and safe; what could be more rewarding than that?

### Community Development Worker: £15k - £26k

Community Development Workers look to improve the communities people live in. Finding out the issues people face in their community, bringing them together, providing them with valuable activities and making their home a better place.

## OTHER ROLES

Professional qualifications are just as important in the care sector too, so if you're looking to get into this kind of specialist work, you will need a nationally recognised certification. Your employer may be able to support you in earning your qualification.

### Psychotherapist £27k - £34k+

A Psychotherapist has a good understanding of how the mind works so that they can support people with emotional problems and mental health conditions. They are trained to listen and help a person to find out what is causing the issues and how to resolve them too.

### Social Worker: £26k - £33k

Social Workers work with people and families to support them through difficult times and make sure that they are safe. They offer information and advice to families to help them through financial, mental health, physical health or legal issues.

### Care Manager: £25k to 45k+

The position of a Care Manager is a front-line leadership role within a residential care setting. You'll be responsible for all aspects of the day-to-day operations, including recruiting and managing staff teams, managing budgets and ensuring that the quality of the services provided meets national care standards.

### Community Arts Worker: £20k - £30k

Community Arts Workers collaborate with local groups and individuals, encouraging the use of artistic activities to support individual's development and improve people's quality of life. Generally, Arts Workers focus their activity in areas where there are social, cultural or environmental issues to be addressed and might work with young people, the homeless, the elderly or people with disabilities.

# MY EXPERIENCE: / Dan W.



“ Daniel started his caring career at a very young age, volunteering at weekends and school holidays in a care home for people with Learning Disabilities and Mental Health problems. At 16 he had left school and commenced an NVQ level 3 in Health and Social Care, which at 17 would allow him to pursue a professional qualification as a Registered Nurse (Mental Health) at university. Daniel is now the managing director and founder of his own care business, Aldanat Care. Daniel's advice is, 'Whatever your age, you can have a really rewarding experience in the care sector and build your career whilst making a difference to real people in your community.' ”

- Managing Director



## WHERE COULD YOU WORK?

### KEY EMPLOYERS WITHIN ESSEX

- Aldanat Care
- Bluebird Care
- Care UK
- Interserve Healthcare
- National Health Service (NHS)
- Runwood Homes Ltd.
- Willbrook Family Centre



## What's next?

Dan's advice for getting into the sector: "The great thing about this sector is that you can make a start now, many people already have experience of caring for someone on a personal level and these skills are extremely valuable to employers in the care sector." Check out sites like: [www.communitycare.co.uk](http://www.communitycare.co.uk) or [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk) for more information about the sector and job opportunities too.





# Finding & Applying

## for a new job or career

From job agency websites to LinkedIn and Facebook, there are lots of places to find out about job vacancies.

### Online: Job Search Engines -

Going online to search for jobs is one of the first things that you can do to see what is available locally. Today, it is very easy to get overwhelmed with options when you are searching online for a new job so it's really helpful to have some idea of what job or sector you are interested in.

There are hundreds of websites out there and here are just some examples of these which cover a wide range of jobs:

[www.jobsinsex.com](http://www.jobsinsex.com)  
[www.monster.co.uk](http://www.monster.co.uk)  
[www.reed.co.uk](http://www.reed.co.uk)  
[www.totaljobs.com](http://www.totaljobs.com)

If you already know what type of work you are interested in, there are lots of sector specific recruitment sites to look for. To find some examples of these sites, see the sector pages throughout this booklet.

### Online: Networking -

Did you know that more and more employers are using LinkedIn to advertise vacancies, as well as to reach out to possible job candidates? Registering on career networking sites like LinkedIn can help you to get noticed by employers and help you find your next job. Remember, it's important to make sure your profile is up to date.

**Top Tip:** Join discussion groups for industries you're interested in and start building your social network to keep in the loop for the latest job offers.

### Friends and Family -

Staff referral is an internal recruitment method used by businesses to find potential candidates through their existing employees. Companies usually prefer to hire someone who their trusted employees can vouch for. Try to take advantage of this by asking around friends and family who work in industries you'd like to explore. This can often result in you finding out about vacancies before the competition do and instantly puts you at an advantage.

### Job Centre Plus -

Visit your local Job Centre Plus to talk directly to an adviser. Job Centre Plus is a government-funded employment agency and social security office. It's aim is to help people of working age find employment and an office can be found in each district of Essex. Find your local office by visiting: [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### Become an Apprentice -

Apprenticeships are for people from any background or age and are a great way for you to retrain or upskill whilst earning money. Apprenticeships combine practical training in a job along with study and offer educational levels beyond degree level.

Many employers look to employ apprentices as part of their recruitment strategies and therefore visiting the governments apprenticeship website: [www.getingofar.gov.uk](http://www.getingofar.gov.uk) can provide a great start in helping identify what apprenticeship roles are available. It's also worth contacting your local college as they will also be able to advise what apprenticeships are on offer.

### Recruitment Agency -

Using a recruitment agency can be a really good choice as many employers do not recruit directly themselves; you might not even find their vacancies on their own website. Often the only way to apply for some jobs is through a recruitment agency. Many recruitment agencies are specialised and focus on different sectors.

Agencies will regularly and actively search for work on your behalf, so this, of course, can make life a little easier for you if you're finding hunting for jobs particularly time consuming. As you might expect some agencies are better than others and it can be difficult to tell them apart. Therefore checking to make sure that the agency is a member of 'The Recruitment & Employment Confederation' is really important.

### Jobs Fairs -

Visiting jobs fairs can be a great start to finding out what jobs are available locally and they're a great opportunity to meet and talk directly to employers and recruiters. Remember they are there to explain what jobs they have and what their business is like, so take advantage and ask lots of questions.

To find out when jobs fairs are happening keep an eye out in local papers, follow your local college on social media and check online. Be sure to take a notepad to take names and contact details so you can follow up your conversations afterwards!

You should also take extra copies of your CV and dress smartly as it could lead to an informal interview - remember that first impressions count!

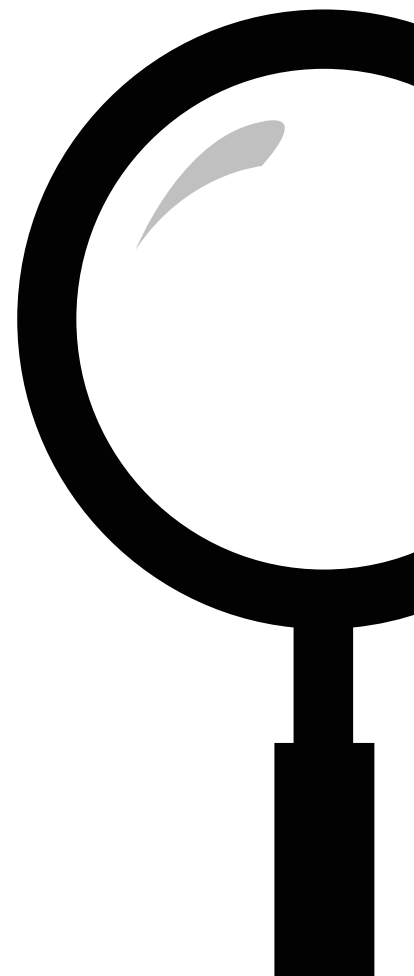
### Contacting Companies

#### Directly -

This approach involves actively contacting companies you are interested in working for. Some businesses really like this approach as it shows them that you are interested in working for them, rather than just applying because there is a job on offer.

When using this approach it's useful to ensure that you target companies that are likely to require someone with your specific skills and expertise - these could be companies that provide similar products or services to what you have worked on before, or smaller or less known business who might receive fewer approaches from job seekers.

Write a persuasive covering letter and CV outlining what you can bring to the company - remember to always sell yourself.



**Confident in finding a job already? Take a look at the next sector profiles from page 30.**

### Use the Universal Job Match Service -

Universal Jobmatch is a free service that enables you to search for and apply for jobs on one of the largest job boards in Europe. Find the Universal Job Match Service at: [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

You do not need to be registered to search for jobs but setting up a Universal Jobmatch account will enable you to:

- Create a 'Profile'. This will help match you to job opportunities and help if you use the 'CV Builder' to create a CV
- Build or upload up to five CVs which you can use to apply for jobs within Universal Jobmatch
- Create a searchable ("public") CV that can allow employers to match your skill-set against their jobs and invite you to apply. This process does not reveal your identity or personal details to the employer
- Create and save job searches. You can request email updates daily or weekly on new jobs matching your saved job searches
- Create and save up to five cover letters which you can use when applying for jobs within Universal Jobmatch
- Keep a record of your job search and application activity in one place. If you are claiming Job-seekers Allowance, this will make it easier to discuss your job search activity with your adviser

### Working for Yourself -

If you have a good idea and the motivation to make it successful then this might be a great move for you. Starting your own business requires careful planning, research and preparation, but **we've got a great guide for you if you want to start your own business over on page 41.**

**LET YOUR  
CAREER  
TAKE OFF WITH US**



We're recruiting for Airport Security Officers

Do you think you have what it takes to give everyone a first-class service and a great send-off?

To begin your application please visit [www.stanstedairport.com/careers](http://www.stanstedairport.com/careers)

[stanstedairport.com](http://stanstedairport.com)



### Work for London Stansted Airport -

London Stansted Airport is one of the UK's fastest growing airports serving over 26 million passengers a year. With over 12,000 people employed across 200 on-airport companies, our airport provides an enormous range of rewarding careers for friendly and dedicated people who enjoy working a dynamic environment.

Our on-site Employment and Skills Academy teams help to develop the skills and confidence of those seeking to work at Stansted. Our pre-employment training programmes provide jobs seekers with an opportunity to effectively learn and gain necessary skills to allow them to secure employment with an on-site employer. All on-site employees benefit from up to 80% discount on travel to the airport.

For more information about our vacancies or discount benefits at London Stansted Airport, visit:

[www.stanstedairportacademy.com/jobs](http://www.stanstedairportacademy.com/jobs)

# EXPERIENCE

## REALLY

Gaining some real work experience is an ideal learning opportunity and it can often kick-start a career. About 80% of employers think work experience is essential, according to a survey by the City & Guilds vocational training organisation, and two-thirds of employers would be more likely to hire a person with work experience over someone with none. So, how can you get some experience yourself?

### Internships >>>

Many adults who are seeking jobs or looking to change careers are exploring their options through job internships. Traditionally internships have been viewed as the domain of the university student, however internships are now being filled more and more by adults.

Internship positions should really be paid and those that are unpaid should be treated as work experience, similar to what you might do at college or school. Work experience placements can also be extremely helpful, but make sure you know whether your internship is paid or unpaid before agreeing to take it up. If you are worried about your employment rights as an intern visit: [www.gov.uk/employment-rights-for-interns](http://www.gov.uk/employment-rights-for-interns) for more detailed information.

Internships provide direct experience of working in a particular role and can let you experience a career whilst discovering if you have a real

interest in it. Most adults are already experienced workers, which may give them an advantage when trying to land an internship.

Many employers use an internship to assess the intern's ability and employability, and many employers go on to recruit interns who make a good impression. Internships can last anywhere from a few weeks to a few months depending on the sector or the employer.

These opportunities will really help boost your CV as well as help you develop new skills. Your internship may open up opportunities for other vacancies as, often, it's when you are working in a company that you hear of opportunities within it.

Just be wary of unpaid internships as working for free is not sustainable or beneficial in the long term.

## COUNTS

### Volunteering

Volunteering is more often than not associated with the charity sector and is a great way to help you develop new skills and gain experience and knowledge. Volunteering can be a great way to fill your CV if you are between jobs or can provide a new experience if you are looking for fresh opportunities and want to do something challenging and rewarding.

#### Volunteering can:

- Help you gain confidence and self-esteem in the workplace
- Help you stand out in your next interview
- Provide you with experience of working in different sized organisations and teams
- Help you to identify your strengths
- Develop new and existing skills

Volunteering helps you to show that you have great skills like team work and time management. You will also benefit from volunteering because it will demonstrate to employers that you are proactive and passionate. The organisation that you supported can act as a reference. Make sure you list all the skills that you gained during your volunteering experience.

You can find volunteering opportunities in Essex here: [www.volunteeressex.org](http://www.volunteeressex.org)





# Are you ready to UPSKILL & RETRAIN



Increasing your skills and knowledge is important if you are looking to change careers or are looking for a promotion. But where can you go if you'd like to retrain or learn something new? Fortunately, there are lots of opportunities to increase your knowledge and take your first steps towards a new job or career. However like a pay rise, a promotion or a new job, training is something you need to pursue yourself.

## identifying training needs

One of the first steps you need to take is to try to identify what training you might need in order to change career or get that new job. Some questions you might want to ask yourself are whether you need to learn:

- Core skills such as English and Maths. These are skills very often needed to access a wide range of jobs.
- A skill that requires practice and gradual improvement to help you change jobs – for example learning a new piece of software, or learning project management skills.
- A brand new set of skills to help you switch career? E.g. if you currently work in retail but want to retrain as a civil engineer.
- A small, specific skill, a particular technique, tool or process that you might be able to learn in a few hours. For example: using social media.

Once you know this, you'll have an idea whether what the new skills you want are something you can learn yourself or something you need help with through a short course or part time or full time learning. You can access free information, advice and guidance to help you make decisions on learning, training and work from the **National Careers Service**: [www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk) or call 0800 100 900.

## skills health check

The National Careers Service offers a free Skills Health Check. This check is a set of quizzes and activities designed to help you explore your skills, interests and motivations. Working through the Skills Health Check can help you decide what kind of jobs might be right for you.

You'll be able to download your report once you've completed at least one assessment: [www.nationalcareersservice.direct.gov.uk/skills-health-check/](http://www.nationalcareersservice.direct.gov.uk/skills-health-check/)



Depending on the skills you need, it might be that you can learn these by yourself! Did you know that you can gain lots of knowledge for free? There are a number of websites which provide free courses which are often referred to as 'Massive Online Open Courses', or MOOCs. These MOOCs provide training on a range of subjects from computer coding, to finance and engineering. Take a look at some of the following examples to find out more.

### Open Learn -

Open Learn aims to break the barriers of education by reaching millions of learners around the world, providing free educational resources and inviting all to sample courses that our registered students take – for free! These are free online courses from the Open University: [www.open.edu/openlearn/](http://www.open.edu/openlearn/)

### Khan Academy -

Khan Academy offers practice exercises, instructional videos and a personalized learning dashboard that empower learners to study at their own pace in and outside of the classroom. They tackle maths, science, computer programming, history, art history, economics, and more: [www.khanacademy.org](http://www.khanacademy.org)

### Futurelearn -

Futurelearn offers a diverse selection of courses from leading universities and cultural institutions from around the world. These are delivered one step at a time, and are accessible on mobile, tablet and desktop, so you can fit learning around your life. They cover subjects such as business management, health and psychology, languages, law, computer science and more: [www.futurelearn.com](http://www.futurelearn.com)

### Google Digital Garage -

You can kickstart your career in digital with an impressive certification from Google. Google's free online courses will guide you through everything from search engines, to social media and beyond. A certification is a great way to make your CV shine. It shows you've got genuine digital skills, and that you are motivated to learn: two essential qualities in today's business world: [learn.digital.withgoogle.com](http://learn.digital.withgoogle.com)

### Other ways to learn -

Other ways to self-learn include visiting your local library. You can access books on all kinds of subjects as well as utilise free online courses with your library card. Essex libraries offer their own online learning courses which can be accessed here: [www.essexlibraries.universalclass.com](http://www.essexlibraries.universalclass.com)

Another great way to learn is by accessing free videos on sites such as [www.youtube.com](http://www.youtube.com) Available content is extremely diverse and covers virtually any topic you can think of.

## register for a course

It may be that the skills and knowledge that you need for your new job or career need you to go on a more formal course or you may need a particular qualification. Fortunately, Essex is home to lots of excellent colleges, training providers and universities. If you are unsure of how they can help, they all can be contacted by phone or you can visit them in person to discuss your individual training needs.

There are a wide range of different courses on offer including full time study, part-time study, distance learning and Apprenticeships. All of these have a variety of different entry requirements so it is really important to find out what these are before applying to do the course.

You can find out about the training providers in Essex by visiting their websites. We have listed many of these in the directory at the back of this guide.

# improve your maths & english

You need basic reading, writing and maths skills to apply for most jobs or to study further. However, did you know that if you're over 16 and you've left school, you normally don't have to pay to learn:

- English or Maths to GCSE level
- English for speakers of other languages (ESOL)
- Some Information and Communication Technology (ICT) courses

**If there is a fee, you may be entitled to Discretionary Learner Support:**

[www.gov.uk/discretionary-learner-support](http://www.gov.uk/discretionary-learner-support)

You can use the National Careers Service course finder: [www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk) to help find a course, or call the helpline: 0800 100 900 - 8am to 10pm, seven days a week.

## apprenticeships

Why not consider becoming an apprentice? An apprenticeship gives you hands on experience, a salary and the opportunity to gain qualifications while you work - even a degree. All of this with some high quality, prestigious companies in loads of different industries. Apprenticeships are not just for school leavers and young people; there is no upper age limit and if you're over 16, living in England and not in full-time education then you're eligible to become an apprentice.



### How could an apprenticeship help you?

Wherever you are in your career, an apprenticeship could make a big difference. Perhaps you are moving from a manual role that is difficult to continue due to ill health or into a new job that requires totally different skills and abilities.

- Are you moving into your first job?
- Are you thinking about changing career?
- Have you been promoted into a new role that requires you to take on new responsibilities or skills?
- Are you looking to boost your income?

For all of these reasons and many more, an apprenticeship could be the right step for you. You can find out more about apprenticeships here: [www.gettingofar.gov.uk](http://www.gettingofar.gov.uk) Your current employer may also be able to support you in getting an apprenticeship and understanding funding opportunities too.

## accessing loans & financing training

The government-funded Advanced Learner Loan is to help pay tuition fees. It's available to people over 19 years old studying courses at Levels 3 - 6. Courses covered could include A levels and the Access to HE Diploma (Level 3), and vocational or professional qualifications.

To find out if the course you want to study is eligible for an Advanced Learner Loan, contact the course provider. You can apply for an Advanced Learner Loan to help with the costs of a course at a college or training provider in England: [www.gov.uk/advanced-learner-loan/how-to-apply](http://www.gov.uk/advanced-learner-loan/how-to-apply)

### things to consider:

- Applications can be made through the Student Loans Company
- It doesn't take your household income into account or involve a credit check.
- Repayments are linked to what you earn and not how much you borrowed.
- You only have to start making repayments when you've finished your course and you're earning over £21,000 per year.
- You should apply for this loan after you have been accepted onto a course by a training provider.

# Transferable Skills

Transferable skills are skills and abilities that are relevant and helpful across different areas of life: socially, professionally and at home. They are 'portable skills'. Employers often look for people who can demonstrate a good set of transferable skills. The good news is that you already have transferable skills - you've developed such skills and abilities throughout your life, at school or university, at home and in your social life, as well as through any experience in the work-place.

**Lack of direct experience is not necessarily a barrier to a new job.**

You may think that a lack of relevant, industry-specific experience will stop you from getting a job but this is not always the case. If you are changing careers, have recently graduated, or are looking for your first job, you'll be pleased to learn that employers are often looking for potential. It is vital that you sell your potential by demonstrating the transferable skills that you have developed already. When applying for a job you should remember that the type of transferable skills you highlight in a letter of application or in your CV should be related to the position for which you are applying.

The section below highlights some transferable skills you will have, whatever your previous experience. They are all skills valued by employers in all industries:

### Teamwork



In many jobs you will be expected to work as part of a team. Your ability to work with others will help reassure employers that you will 'fit in' and offer a valuable contribution.

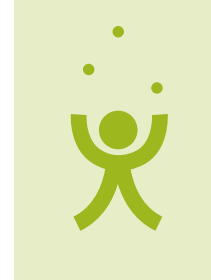
Think about examples of when you have worked well with others in formal or informal groups to achieve results.

### Leadership



You may not be applying for a role that specifically requires leadership ability but you may need to be able to demonstrate your capability to lead in certain situations. There are many skills you need to be an effective leader so think about examples when you have helped motivate, taken responsibility or lead others effectively.

### Motivation, Organisation & Time Management



Being able to manage work independently is as important as working in a team. Time management, and personal organisation are key skills that employers will want to know about. Think of examples where you have had to prioritise certain things to meet deadlines and find examples where you have been proactive, not just reactive, at work.

### Verbal Communication



Employers often require staff with strong verbal communication skills. Can you communicate information and ideas clearly and effectively in a variety of situations? Think about how you have addressed others, given presentations or offered ideas in a group project. Communicating and listening is a key teamworking skill too.

Other transferable skills include: listening skills, research skills, written communication, IT skills and personal development. Find out more here: [www.skillsyouneed.com](http://www.skillsyouneed.com)





## *How to - prepare - for your interview*

# you've got an interview - now what?

## 1. Research the company

Before you go on a job interview, it's important to find out as much as you can about not only the job, but also the company. Company research is a critical part of interview preparation. It will help you prepare to both answer interview questions about and to ask the interviewer questions about the company. Look at their website and also do some reading around any competitors, their company ethos and any future plans so that you are informed.

## 2. Plan your journey

Never arrive late! Before your interview, plan your route. Do a trial run at the same time of day as your interview to see how long it actually takes - rush hour traffic can make a journey much longer than it looks on paper. Add half an hour onto your journey, leaving you some contingency time. If you're early, you can always freshen up in the washrooms or grab a coffee.

## 3. Get the right look

Dressing for the occasion is really important for you to get your interview right.

[Take a look at the next article to find out how to dress for success.](#)

## 4. What to expect

There are several different types of interview:

**Telephone** - Some employers may use an initial telephone interview to eliminate unsuitable candidates. These could last up to 30 minutes.

**Face-to-face** - This is the most common type of interview and can take place with either one interviewer or a panel. These interviews usually last around 30 minutes, but could last up to an hour for higher skilled jobs.

**Assessment centres** - These can be used by larger employers to compare the performance of several candidates in a range of situations. They typically involve tasks such as presentations, group work, written tests and in-tray exercises. They can last up to one full working day.

## 5. Preparing your answers

In your interview, you will be asked a lot of questions, [we have given you some ideas on page 22](#), but you can use the STAR method to help you explain certain situations too:

**SITUATION**- Define the situation in which you faced a challenge in the workplace.

**TASK**- Briefly explain a task you designed or undertook to address that challenge.

**ACTION**- Discuss how that task was effective and how you implemented it in the given situation.

**RESULT**- Explain what happened as a result and what you learned from it that could apply to future challenges.



# how to dress for your next interview

There are a few ways you can prepare for an interview, but make sure you don't neglect your outfit. Instead, stick with these tips so that you make the right impact that lasts well after your interview.

First things first, give yourself enough time to wash in the morning; make sure your breath is fresh and even your nails are tidy. Your hair also needs to be just as in order as your body and your outfit; if you have a beard, shave it or tidy it up and don't use too much perfume or aftershave if you want to make a good impression.

## Just no...

You're presenting yourself as a professional - that means:

- No jeans or t-shirts
- No dirty clothes
- No hats/caps
- No trainers

## Style & Substance



Not every outfit needs a formal blazer, but either way, make sure you're wearing a long-sleeved shirt, leave the sleeves down and always wear a tie that compliments your shirt and trousers.

### Want to take it up a notch?

If you're going to wear a blazer, leave the bottom button undone if there are two or more buttons.

## Dress up for success:

You don't need a suit to make a good impression in your interview. A simple shirt and dark trousers will leave you looking smart and work-ready.

Keep your clothes nicely ironed and try to match your belt to the colour of your (well-polished) shoes for an extra finish.

If you're applying for a role that isn't based in an office environment, or requires a uniform, you will still make the best impression by wearing something professional and formal.

By dressing in this way, not only are you showing that you are taking your interview seriously, but it also demonstrates that you are a professional.

## Style & Substance

You might know how to put together a killer outfit already, but dressing for an interview is something you'll want to pay important attention to.

From hair to hem, let your outfit and style show how professional you are with these additional style tips.

Keep it simple, stylish and professional with a business suit or a skirt and blouse with your skirt sitting on or just above the knee. Subtle patterns and colours work best so as not to be too distracting.

Let your outfit do the talking by keeping cleavage appropriate and wearing a minimal amount of accessories.

## shape up your make-up

Firstly, wearing make-up is completely your choice and makes no difference to the way you come across as a professional. If you do choose to wear make-up, however, remember to keep it light. A nude make-up look will work best - no need for heavy contours, large wings or overlined lips!

Wear your shoes with a sensible heel, if you decide to have one at all. Flats work just as well. Shoes should be dark and not too colourful.



## Definite No!

We've already given you a few pointers, but make sure you avoid these at all costs:

No strappy/low-cut tops

Don't over-do the perfume

No open-toed shoes/sandals

No untucked business shirts



# Questions to expect in interviews

Make sure you practice your responses and think about different examples that demonstrate your skills and experiences that are aligned to the job role. If you are required to do a presentation within a time limit, make sure you have practiced to ensure you stick to the given time. Some common interview questions include:

- **Can you tell me about yourself?**
- **Why do you want to work here?**
- **What are your strengths and weaknesses?**
- **Give an example of a time when you had to cope with a difficult situation.**
- **What has been your greatest achievement?**
- **Why should we hire you?**
- **What are your goals?**

We can't give you all of the answers to these, but when you are preparing, remember to be confident about yourself. Even if you don't have much experience in a working environment, there is still a lot you can rely on from your own personal experiences to help you answer the questions.

## Essential Do's and Don'ts:

### Do:

Bring a notepad, pen, your CV and a copy of the job advert.

Shake hands firmly, make eye contact and smile with your interviewer.

Maintain good body language and posture - sit up straight and keep your hands out of your pockets.

Arrive early - if you are running late, call ahead to let them know.

Ensure your phone is on silent and any headphones are in your bag.

### Don't:

Don't smoke before your interview - avoid anything that leaves a smell before you meet your interviewer.

Don't lie or tell jokes.

Don't answer questions with a simple 'yes' or 'no'; explain your answer and give details or examples.

Don't discuss irrelevant or private matters.

Don't ever talk negatively about previous employers or colleagues.

# Asking a question during an interview

As the interview comes to a close, one of the final questions will be, 'Do you have any questions for me?' If you want to be in with a chance of securing the job, always answer yes. Having a list of questions to ask an interviewer makes you look interested, enthusiastic and engaged. It also gives you one final chance to further highlight your relevant qualities and experience.

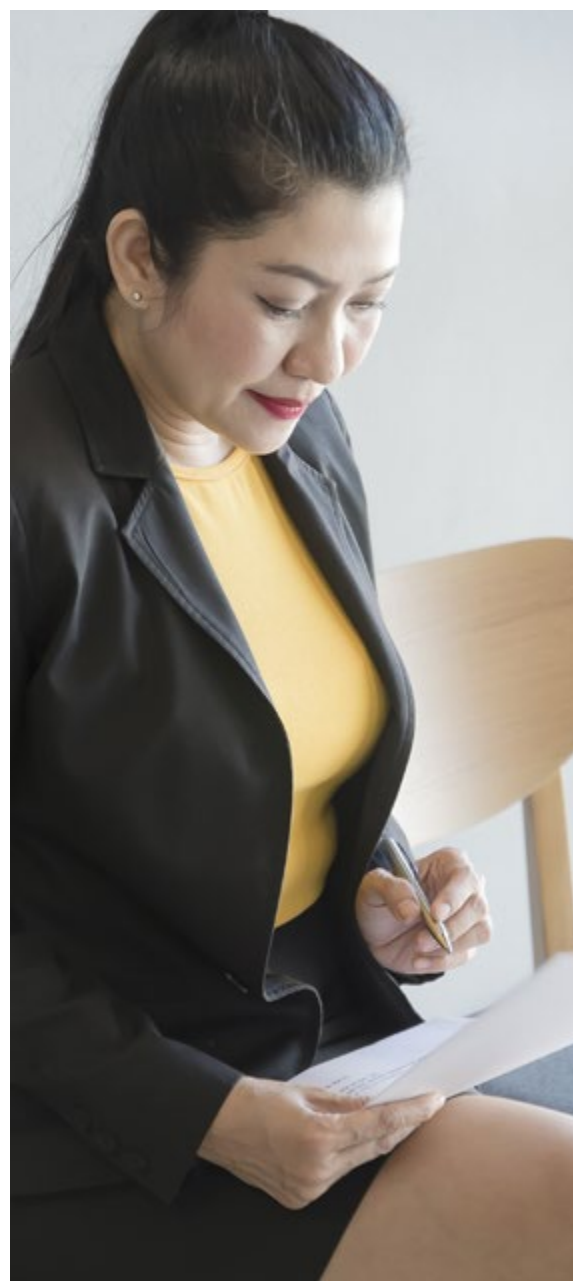
Not having questions to ask will give the impression of unpreparedness and a lack of interest in the role. Save questions about salary, holiday allowance and working hours for when you've got the job. Some examples are:

- **Can you tell me more about the day-to-day responsibilities of the role?**
- **What are the biggest challenges the team are currently facing?**
- **What are some of the projects that I could be working on?**
- **What are the next steps in the interview process?**

## Did you get the job?

find out how to manage your finances on page 40.

If you're successful and are offered the role, well done! If not then try to find out why. Don't be afraid to ask for some feedback from your interviewer. By finding out where your interview strengths and weaknesses lie, you can help ensure your next interview lands you that all-important job offer.



# focus on Construction

## OPPORTUNITIES IN ESSEX

With a career in construction, you'll be part of a global industry with loads of exciting and rewarding construction jobs to choose from. Around three million people work in construction in the UK, making it one of the nation's biggest and most diverse industries. Whatever your skill set or interests, there are plenty of jobs in this sector that you will be suited to.

Up to 24,000 new people may be needed in the construction sector in Essex over the next few years to help develop the thousands of homes needed across the county and to help build projects such as the new Lower Thames Crossing.

**12,200+**

job postings in 2017

**65,000+**

total employees in Essex

**£35,000**

average advertised salary in 2017

**16,290+**

total businesses in Essex

## MYTHBUSTING

### 'CONSTRUCTION IS A SECTOR ONLY FOR MEN'

Over 320,000 women are employed in Construction across the UK. The industry is encouraging women to play a vital role in taking the industry forward.

### 'CONSTRUCTION IS ALL ABOUT BRICK-LAYING'

Just here in Essex, there were more than 200 different job types advertised in the last year, across things like architecture or carpentry through to town planning or groundworks. It is also a fast paced, technology-driven sector with almost half (48%) of roles office based, professional services.

### 'THERE ARE NO OPPORTUNITIES FOR ME TO LEARN'

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

- Repair
- Contract Management
- Project Management
- Procurement
- Computer Aided Design (CAD)
- Civil Engineering
- Inspection
- Construction Industry Knowledge

### TOP JOBS ADVERTISED IN ESSEX

- Quantity Surveyor
- General Labourer
- Site Manager
- Field Service Engineer
- Electrician
- Carpenter
- Rail Construction Operative
- Architect

## EXAMPLE JOB ROLES

### ENTRY ROLES

Construction often requires you to have some skills, experience or qualification that are relevant to the sector first, however there are many roles that you can access utilising your transferable skills and willingness to learn:

#### Damp Proofer: £15k - £30k

Damp Proofers lay damp proof membranes to prevent moisture seeping into a building from the earth. This is a physically demanding career and suits people who enjoy a very active working day. Tasks include identifying damp problems, giving advice to clients and using specialist tools.

#### CAD Technician: £20k - £35k+

A CAD Technician uses computer software to create 2D or 3D design plans for buildings or structural civil engineering projects. This is a career that involves a creative flair as well as technical skills. There are a number of routes that can lead into a career in CAD, but one of the most common entry points is via an apprenticeship.

#### Roofing Labourer: £15k - £18k

Roofing Labourers help qualified roofers to repair and replace slate, tile and flat roofs. Work involves mixing mortar, stripping old roofs, dealing with customers and cutting timbers, slates and tiles. With this experience, you could begin a qualification to help you develop this career path, or to allow you to explore a different branch of the construction industry.

### OTHER ROLES

All of these roles will expect you to have some form of relevant qualifications or experience and will often expect you to have 4 to 5 GCSEs at grades 9 to 4 (A\* to C) including English and Maths.

#### BIM Technician: £30k - £50k

A BIM technician is responsible for using IT technology to provide an accurate representation of a building or civil engineering project, not just from a structural point of view but also in terms of how it will be used. If you have experience in 3D design software this could be the job for you.

#### Quantity Surveyor: £30k - £50k

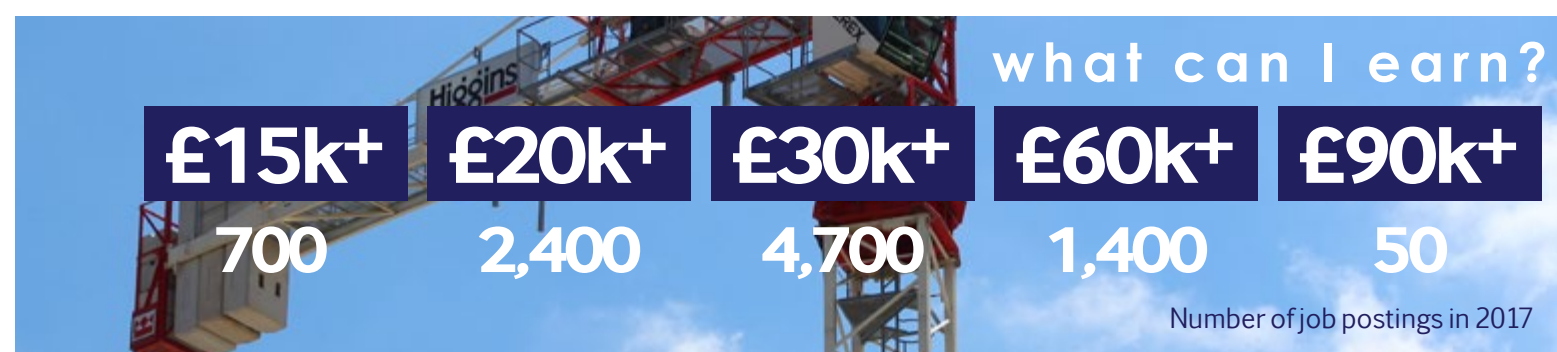
A Quantity Surveyor works out exactly how much a building costs to construct and is in charge of keeping a close eye on finances from the first budget to the final bill. They have two very big jobs: to make sure a project meets every legal and quality standard and that the client gets value for their money. This career suits people who are very good with figures and enjoy the challenge of "balancing the books" throughout complex processes.

#### Project Manager: £26k - £60k

A Project Manager is in charge of making sure a building or another kind of structure is done properly from start to finish. He or she drives the project from the first idea through to the final brick, pipe or block of concrete. Project Managers need skills such as budget control, negotiation, timekeeping and planning.

#### Electrician: £18k - £30k+

Electricians install, inspect and test electrical equipment, making sure everything in a building works properly and safely. This is one of the most in-demand construction jobs around because everyone needs an electrician at some point, therefore this role gives you the chance to get involved with all kinds of work on all kinds of projects.





# MY EXPERIENCE: **Kristy**



“ I have a mixed background in events and hospitality. I have restarted my career in construction as a mature student on an apprenticeship scheme. Though I have transferable skills I started with no technical knowledge in construction.

I have always had a passion for property, however 10 years ago I didn't realise there were opportunities within construction that would suit me. Now, I get to work on site as well as within an office environment which really breaks the week up. When on site it's great to see projects develop from an open field or a derelict site into a brand new community for people to live in.

- Trainee Quantity Surveyor



## WHERE COULD YOU WORK?

### KEY EMPLOYERS WITHIN ESSEX

Anderson Group  
Brennan Group  
Cadman Group  
Countryside Properties  
Higgins Construction  
Kier Group  
Ringway Jacobs



## What's next?

Kristy's advice for getting into the sector: "If you are unsure where your passion lies, I would recommend starting your career within a property development company rather than with a specialist trade. This will give you exposure to a broader outlook on construction and solid array of career options for the future. It is hugely important to work for a company that shows interest in your training, development and career progression." Be sure to check out sites like: [www.goconstruct.org](http://www.goconstruct.org) or [www.britishconstructionjobs.co.uk](http://www.britishconstructionjobs.co.uk) for more information about the sector and job opportunities.

focus on

# Financial & Related Services

## OPPORTUNITIES IN ESSEX

The London-Essex UK Finance Corridor is an intrinsic extension of London's world-leading financial and professional services cluster. The Corridor includes the main Essex financial and professional services centres of Brentwood, Chelmsford, Colchester, Basildon and Southend-on-Sea. This range of organisation means the types of opportunities are vast!

The companies found within this UK Finance Corridor specialise across a range of business areas and functions including; back office and business process outsourcing; financial data centre operation; niche financial services businesses and professional services.

16,000+

job postings in 2017

26,000+

total employees in Essex

£32,000

average advertised salary in 2017

2,700+

total businesses in Essex

## MYTHBUSTING

### 'INSURANCE IS ALL ABOUT CAR OR HOME INSURANCE'

Actually, it can cover anything from travel cover to insuring you from losing your voice. Insurance companies are usually global, meaning working in insurance can take you anywhere.

### 'IT'S ALL ABOUT WORKING IN BANKS'

Banks are an important part of the sector, but there is so much more to this industry: Accountancy, Insurance, Investment and Pensions are just a few examples.

### 'I DON'T WANT TO WORK IN AN OFFICE ALL THE TIME'

The sector offers a great range of flexible and home based opportunities to support different working patterns and requirements.

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

Accountancy  
Budgeting  
Bank Reconciliation  
VAT Returns  
Invoice Processing  
Key Performance Indicators  
Bookkeeping  
Budget Forecasting

### TOP JOBS ADVERTISED IN ESSEX

Accountancy Assistant  
Account Manager  
Credit Controller  
Bookkeeper  
Estimator  
Credit Controller  
Pensions Assistant  
Underwriter

# EXAMPLE JOB ROLES

## ENTRY ROLES

This sector offers a lot of diverse roles and many entry level jobs that don't always have set qualification requirements, but you'll typically need up to 5 GCSEs or equivalent at grades 9 to 4 (A\* to C) including maths and English.

### Data Entry Clerk: £12k - £25k

Data Entry Clerks and typists use keyboard skills to enter information into databases and systems and create letters, reports and other documents. Office experience could also help you get a job. You will need IT skills, typing accuracy and speed and time management skills. You may need to handle customer databases or process invoices frequently.

### Accounting Technician: £18k - £30k

Accounting Technicians handle day-to-day financial matters in all types of business. You could start as an accounts clerk or bookkeeper while you study to become an accounting technician. You could work for a wide range of companies or you could work in the public sector. Day-to-day tasks may include: processing and paying invoices; recording receipts and payments; preparing and checking ledger balances and completing and submitting tax returns.

### Bookkeeper: £17k - £25k+

Bookkeepers keep financial records up to date and help prepare accounts. Your day-to-day duties could include: dealing with sales invoices, income, receipts and payments; handling commercially sensitive and valuable information; helping to prepare annual accounts; completing VAT returns and using computerised accounting systems.

## OTHER ROLES

At this level, qualifications are often important in proving how competent you are with company finances. However, experience is also valuable in getting some of these higher-skilled jobs too.

### Pensions Manager: £22k - £40k

Pensions Managers work with in-company or private pension schemes to make sure they are properly run. You'll need a background in pensions or finance work, and a qualification in pensions, insurance or accountancy that meets industry regulatory standards. You could also start as a trainee Pensions Manager or a Pensions Administrator and work your way up on a management training scheme.

### Actuary: £30k - £50k

Actuaries work with companies and government departments, to help them forecast long-term financial costs and investment risks. You'll need to study for professional exams to become an Actuary. The skills you will need include; skills in maths and statistics, the ability to research and analyse and interpret data. You could work in life assurance, insurance or pensions, designing policies or consultancy, advising clients on financial risk.

### Auditor: £25k - £50k

Internal and External Auditors check an organisation's financial records and procedures, to make sure they're accurate and efficient. To be an External Auditor, you'll need to be a qualified chartered accountant. To become an Internal Auditor, you don't have to have to be an accountant, although it may help in certain jobs. Experience in finance, banking, HR or management can also be helpful. Skills you will need; the ability to interpret figures and information; strong analytical and problem-solving ability; accuracy and attention to detail.



# What qualifications do I need to get into finance?

A variety of finance qualifications are available to those hoping to embark on a career in finance - Some of the most popular qualifications are listed below, but many companies will help you get the training you need and work towards a professional certification too:

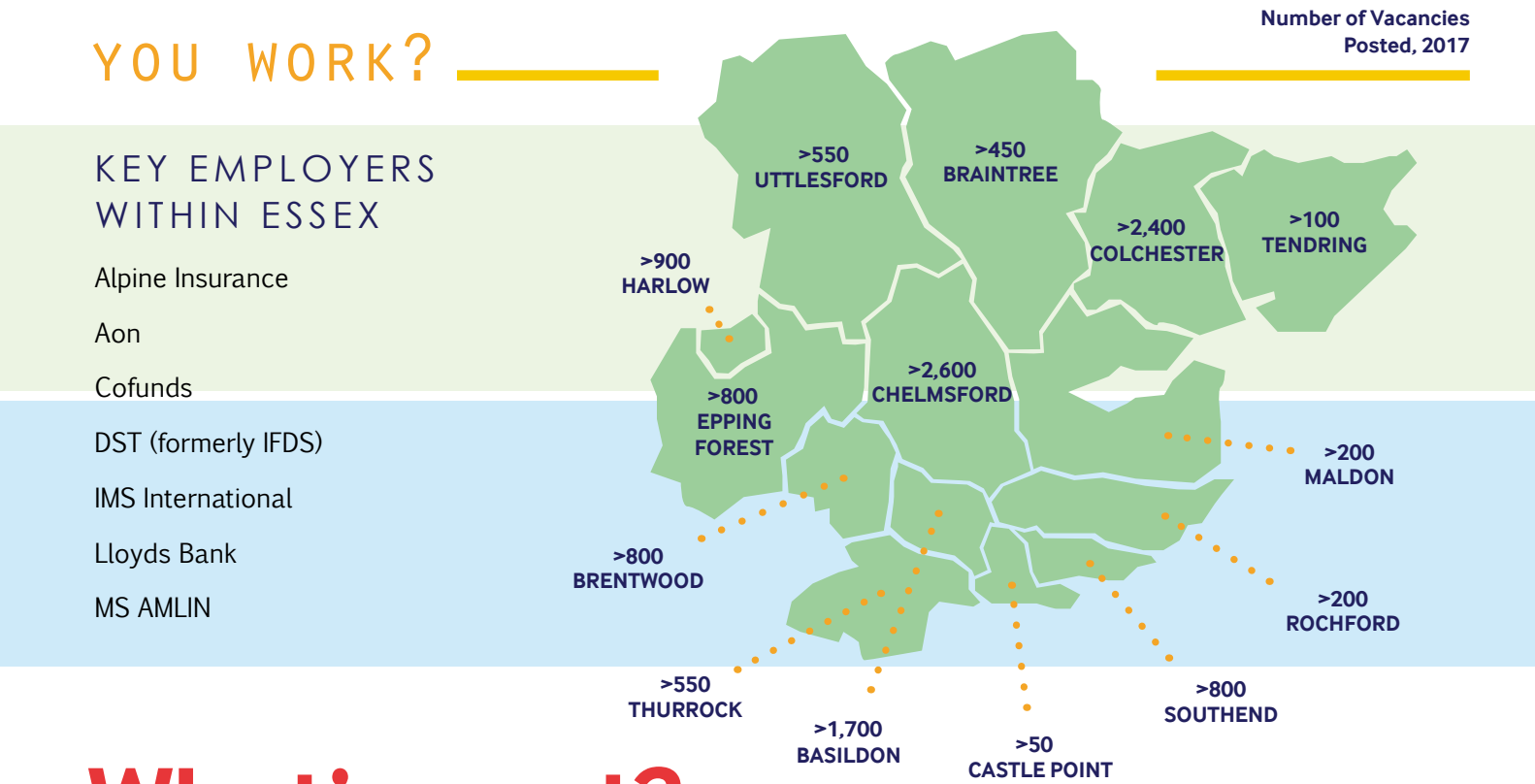
**AAT (Association of Accounting Technicians) accounting courses** - made up of three qualifications across three levels, they combine industry knowledge and practical work skills.

**ACCA (Association of Chartered Certified Accountants) qualifications** - comprised of two levels; Fundamentals and Professionals. Modules cover a variety of topics from corporate and business law to audit and assurance.

**ICAEW (Institute of Chartered Accountants in England and Wales) chartered accountant status** - also referred to as the ACA, this qualification consists of three to five years of practical work experience and the completion of 13 modules.

**CIMA (Chartered Institute of Management Accountants) business finance award** - oversees the widely recognised CGMA (Chartered Global Management Accountant) requires you to have already gained the post-graduate level Certificate in Business Accounting.

## WHERE COULD YOU WORK?



## What's next?

Check out sites like: [www.discoverrisk.co.uk](http://www.discoverrisk.co.uk) or [www.cisi.org/getintofinance](http://www.cisi.org/getintofinance) for more information about the sector and job opportunities. Remember that you can always try contacting companies directly. If they don't have anything in that moment, they may ask to keep your details so they can send you any other opportunities that become available in the future.



# Free Training Opportunities

Social Inclusion

If you're still worried about the skills on your CV, you may want to take on a training opportunity to give your skills a boost and confidence to yourself.

All of these opportunities are completely free for those who are eligible and will help develop life skills, as well as key employability skills.

If you are interested in any of these training opportunities please contact the organisations directly (using the details provided) to ensure the training is still available and to check eligibility.

1

youth employment

## Youth Employment Initiative - On Track Thurrock to 2018

Thurrock Council and partners are delivering a project to support unemployed 16-29 year olds in Thurrock into or closer to employment. Support includes intensive mentoring, training courses and careers advice.

Find out more at [www.thurrock.gov.uk/career-support-for-young-people/ontrack-opportunities](http://www.thurrock.gov.uk/career-support-for-young-people/ontrack-opportunities)

2

mental health

## Big Lottery – Ixion Holdings 'Connecting Choices'

Ixion Holdings are supporting those furthest from the labour market towards or into volunteering, training or employment.

Those supported include people with mental health barriers, those with housing challenges and ex-offenders. Help includes employability-focused, health, housing, personal development and rehabilitative support. For more information contact: [john.newland@ixionholdings.com](mailto:john.newland@ixionholdings.com)

3

for parents

## Big Lottery - Gingerbread 'Working Forward'

Gingerbread, the charity for single parent families are providing support across Essex's area through their programme 'Working Forward'. Parents not in work receive support through an individual mentor who will help them to overcome their barriers to engagement through information, advice and guidance.

Support is tailored to individual need but can include employability training, help with training work placements or sector vocational training. For more information contact: [lisa.saunders@gingerbread.org.uk](mailto:lisa.saunders@gingerbread.org.uk)

4

for carers

## Big Lottery – 4SX 'The Way to Work'

A group of voluntary sector partners are supporting carers in Essex, Southend and Thurrock through their programme 'The Way to Work'.

Carers will work with a key worker who will be able to access the range of specialist support to help remove barriers that carers face and help them to become employment ready. For more information contact: [info@4sx.org.uk](mailto:info@4sx.org.uk)

5

mental health

## Big Lottery – Enable East 'Heads Up'

Enable East are supporting people with mental health problems to return to employment and/or training, working with a range of partners.

'Heads up' supports individuals on a journey to identify their strengths, build their confidence and well-being, set personal goals, prepare for the job market and take the first steps into moving back into employment and/or training.

The programme includes 1:1 support, high quality motivational training, vocational training, work placements and active work. For more information contact: [rachel.jennings@enableeast.org.uk](mailto:rachel.jennings@enableeast.org.uk)

6

for mature people

## Big Lottery – Rural Community Council of Essex (RCCE) 'Essex Rural Skills Project'

RCCE are supporting older people in rural areas towards employment or volunteering. This includes skills for employment such as carpentry, construction, woodland, land management, environment, conservation, horticulture, food and nutrition and life skills. The programme provides a holistic approach to learning.

For more information contact: [jacqui.stone@essexrcc.org.uk](mailto:jacqui.stone@essexrcc.org.uk)

7

health/disability support

## Big Lottery – Papworth Trust 'Community Connections'

Papworth Trust are supporting people with long-term health issues and disabilities towards employment. Individuals are supported towards employment, training, job search or sustainable employment.

The approach is focused around the individual, working at a pace that works for them and focusing on their aspirations and finding training and employment that is meaningful for them.

For more information contact: [helen.stanley@papworthtrust.org.uk](mailto:helen.stanley@papworthtrust.org.uk)





8

### DWP - Reed in Partnership 'Work Routes' to 2020

for unemployed

Reed in Partnership is working with RBLI and APM to deliver a programme called 'Work Routes' across Essex, Southend and Thurrock.

This helps long-term unemployed people aged 16 and above to start and sustain work by overcoming barriers with a range of personal, one-to-one support for up to a year. Help is available for those further and nearer the labour market.

Support is available for areas such as health conditions, housing, money management, life skills, interview skills, CV writing and volunteering. Participants also receive support once they are in work for 26 weeks with career development and progression. For more information, see: [www.workroutes.co.uk/south-east](http://www.workroutes.co.uk/south-east)

9

### Basic and Higher Skills: ESFA-SEETEC 'Enhancing Apprenticeships' to 2018

apprenticeships

SEETEC are delivering the 'Enhancing Apprenticeships' programme in Essex, Southend and Thurrock. Working with partners, the programme is aimed at inactive 15-25 year olds who are supported with learning opportunities in priority sectors such as digital, construction, engineering and health.

Individuals can access 1:1 support in order to progress to apprenticeships, employment and further education. For more information, see: [www.seetec.co.uk/enhancing-apprenticeships-essex](http://www.seetec.co.uk/enhancing-apprenticeships-essex)

10

### ESFA - East Kent College 'Digital Skills for people in Employment' to 2018

digital skills

East Kent College is delivering a programme to support digital skills for people in employment. Courses are at level 3 and above, aligned to LEP priority sector. The project is delivering across the SELEP area to 2018. For more information, see: [www.eastkent.ac.uk/business-training/free-digital-skills-training](http://www.eastkent.ac.uk/business-training/free-digital-skills-training)

# Free Training Opportunities

## Basic & Higher Skills

Take a look at  
page 21 for more  
ways you can  
teach yourself  
skills for FREE

11

### Basic and Higher level Skills: ESFA - Ixion Holdings 'Skills for Growth and Careers' to 2018

higher-level skills

Ixion Holdings and partners are delivering higher-level skills (level 3 plus) for people in employment, aligned to LEP priority sectors. The project is delivering across Essex, Southend and Thurrock to 2020.

For more information see: [ixionholdings.leadpages.co/selep-employer/](http://ixionholdings.leadpages.co/selep-employer/)

12

### Basic and Higher level Skills: ESFA - Skills Training UK (STUK) 'Basic Skills Support in the Workplace' to 2018

basic skills

STUK and partners are offering basic skills training to low skilled employees aged 19 and above, up to level two. This includes English for Speakers of Other Languages (ESOL) and Literacy. Individuals can also access other short courses to enhance opportunities to progress within the workplace.

Individuals are also supported into apprenticeships and further education. This programme is for SME employers (with less than 250 employees) within LEP priority sectors. The project is delivering across Essex, Southend and Thurrock for 2018.

For more information, contact: [grahamclarke@skillstraininguk.com](mailto:grahamclarke@skillstraininguk.com)

13

### Basic and Higher level Skills: ESFA - Skills Training UK (STUK) 'Numeracy Skills Support in the Workplace' to 2018

numeracy skills

STUK and partners are offering numeracy skills support to employed individuals aged 19 and above to raise their qualification by at least one level and to increase numbers with a level 2. Individuals can also access other short courses to enable them to progress within the workplace. The programme supports employers of any size within LEP priority sectors. The project is delivering in Essex, Southend and for 2018.

For more information, contact: [grahamclarke@skillstraininguk.com](mailto:grahamclarke@skillstraininguk.com)



## WHAT A NEW JOB MIGHT MEAN FOR MY FINANCES & BUDGETING



**ADELE CARNERA**  
DST (FORMERLY IFDS)  
Adele is Head of Resourcing, Financial Services and Future Talent at DST, one of Essex's largest financial companies. Adele is here to share her knowledge and make sure that you know where you stand with your money.

# 4

**HELP WITH CHILDCARE COSTS**  
There are a number of Government-funded initiatives to provide financial support to parents in work or education. You can find out more at: [www.gov.uk/help-with-childcare-costs](http://www.gov.uk/help-with-childcare-costs) and the following initiatives are available dependent on eligibility:

All 3 to 4-year-olds in England can get free early education or childcare. All children in England get 570 free hours per year. It's usually taken as 15 hours a week for 38 weeks of the year, but you can choose to take fewer hours over more weeks, for example. You can get it from the term after your child's 3rd birthday and stops when your child starts in reception class (or reaches compulsory school age, if later).

You may be able to get up to 30 hours free childcare, which you can choose how you take, not all childcare providers will offer the 30 hours so you should check with them. For more information on funded childcare, ask your childcare provider or contact the following councils:

Essex - [www.essex.gov.uk/Education-Schools/](http://www.essex.gov.uk/Education-Schools/)

Southend - [www.southend.gov.uk/info/200345/early\\_years\\_education](http://www.southend.gov.uk/info/200345/early_years_education)

Thurrock - [www.thurrock.gov.uk/childcare](http://www.thurrock.gov.uk/childcare)

You may be eligible for Child Tax Credit if your children are under 16 or under 20 and in eligible education or training go to [www.gov.uk/child-tax-credit](http://www.gov.uk/child-tax-credit) for more information.

Many employers offer childcare voucher schemes. It is applied as a salary sacrifice scheme, which means you can pay for childcare out of your Pre-Tax and National Insurance income.

Tax Free Childcare is open to all parents, whether you are self-employed or employed. An impartial guide on support for childcare (up to kids turning 16) is provided by: [www.moneysavingexpert.com/family/childcare-costs](http://www.moneysavingexpert.com/family/childcare-costs)



# 1.

**MANAGING YOUR PAY**  
Starting a new job can mean different income and outgoings, so taking the time to manage your money better can really pay off. The Money Advice Service is a free, government supported service that offers impartial support, templates and information on all money questions. They also provide useful tips on insurance, travel, homes and mortgages. You can visit their website for more information: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

**FINANCIAL SUPPORT IN EMPLOYMENT**  
Universal Credit will ultimately replace Housing Benefit, Working Tax Credits and Child Tax Credits and is available for eligible employed individuals. Information on the different work benefits is available through the Money Advice Service website, via their dedicated section on Work & Benefits. For more information on benefits, visit your local Jobcentre Plus, to find your nearest centre visit: [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus) or go to [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

**PENSIONS**  
To help people save for retirement, the Government has introduced automatic enrolment, by 2018 all employers will have to enroll their eligible workers automatically into a workplace pension scheme unless the worker opts out. Look at the 'Retirement' tab on the Money Advice Service website: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

# 2.

# 3.

## WORK FOR YOURSELF

Working for yourself and starting your own business can be a brilliant way to earn money and grow your own career. It's simple to start a business from home and growing numbers of people are doing it. There are 2.9m home-based businesses in the UK and they contribute £300 billion to the economy.

Before you rush off and open your new business, it's important to understand what is involved in setting up a new business and how to go about doing it. **We've asked David Bell**, the regional chair for the Essex Federation of Small Businesses and ESB vice chair, to provide his expertise.

David has a wealth of experience building and developing businesses. David founded his first technology business at the age of 17 and grew it into a global wireless communications provider. Most recently in 2013, David founded Simboc Limited, a business management and consultancy service, providing businesses with support, advice and guidance to achieve more. David is now sharing his expert advice to help you start something new and work for yourself.

Find out more about David and his journey: [simboc.com/david-bell](http://simboc.com/david-bell)



**David Bell**,  
Regional  
Chair -  
Federation  
of Small  
Businesses,  
shares his  
top eight  
tips for  
starting a  
business.

### getting the support you need...

We've given you a few guidelines on the next pages, but there is lots of advice available online. Look up the Government's '**Great Business**' webpage. This website provides some excellent information about starting a business. It's also a great idea to speak to someone who has started their own business, this could even be family or friends who can tell you how they did it and what to watch out for.

You can also get free business advice from **the BEST Growth Hub**. The BEST Growth Hub provides business support in Essex and you can visit their website at: [www.bestgrowthhub.org.uk](http://www.bestgrowthhub.org.uk). Their team of business navigators research all of the support that is available to local businesses.








**1 IDENTIFY YOUR BUSINESS IDEA –**  
Some people have a great idea straight away, whilst others can take time identifying what they could do. Begin answering a few questions about yourself which might help you figure this out. What skills do you have? What services or products do you know about? What do you like to do? Will it be a full-time or a part-time venture?

**Bonus tip - Why not start a business based on a need you yourself have, that isn't addressed by the market already?**

**2 SEEK HELP –**  
Your business is your baby, but even well established businesses look for extra support for new ideas and to strengthen their business plan. The BEST Growth Hub is a great way to get free business support and advice, at whatever stage you're at with your business: [www.bestgrowthhub.org.uk/](http://www.bestgrowthhub.org.uk/)



**3 DEVELOP A BUSINESS PLAN –**  
Writing a business plan is essential to starting and running a successful business. A business plan can help you secure funding at the start-up phase and is a vital aid to help you manage your business more effectively. By writing your plan, you can understand your business better and also identify actions that need to be taken to improve and grow your business. Guides and templates for writing a business plan can be found here: [www.gov.uk/write-business-plan](http://www.gov.uk/write-business-plan)



**4 THINK ABOUT FINANCE –**  
Starting a business costs money! However, this doesn't have to be huge amounts; many successful big businesses started from small beginnings. Whatever your business needs, there are funding options such as grants, loans, banks, investors and crowdfunding. Consider which is right for your business in its current stage of growth. Find out more from: [www.greatbusiness.gov.uk/finance](http://www.greatbusiness.gov.uk/finance)

Once your business is up and running cash flow becomes extremely important. Cash flow is the amount of money that comes out and goes into your business and it's important for all businesses, but it is critical for early startups. If you cannot manage your cash flow within the first year, you might not survive the second year.

**5 MARKET YOUR BUSINESS –**  
Marketing is an extremely important part of any business, if customers don't know you exist then you won't have any. Make sure you have a strong business model first, but then get ready to develop a marketing plan for your business. There is lots of information online providing tips on how to write a good marketing plan and don't forget you can also ask the BEST Growth Hub for advice.

**6 WHERE WILL YOU BE BASED?**  
– Working from the spare room is limiting and, if you're renting, some land-lords might not let you set up certain businesses at home. So think about whether you need to buy or lease. Find out about insurance and business rates. Go with what works for you now, but be prepared to think about this more as you start to grow your business.

**7 REGISTER YOUR BUSINESS & CHOOSE A GREAT NAME –**  
Most businesses start out as a sole trader as it's simpler to set up, but you're personally responsible for your business' debts. Another way to register your business is to form a limited company. Its finances are separate from your personal finances, but there are more reporting and management responsibilities. Some people get help from a professional such as an accountant, but you can set up a company yourself. Find out more about registering a business with the Government's Great Business scheme: [www.gov.uk/set-up-business](http://www.gov.uk/set-up-business) or [www.greatbusiness.gov.uk/starting-a-new-business/](http://www.greatbusiness.gov.uk/starting-a-new-business/)

Choosing a name seems a simple step at first, but you need to check which names have already been taken. **Companies House** will show you which ones have already been registered. This is also a good way to think about what website names might be available, you don't want to register a business name and then find out that the URL (the address for your website) you would like for it is gone.

There are websites that will show which URLs are available to use. The URL is important, because it will be used throughout your marketing, including online, on email and in social media. Keeping your URL short and close to your business name will help with online promotion.

You will likely need to find an accountant or at the very least a book-keeper (which is often cheaper) and open a business bank account. You will need to keep a firm handle on the finances and have a pretty good idea of what your revenues, margins and gross profits should be.

**8 OTHER THINGS TO CONSIDER –**  
If you are employing staff then there will be National Insurance and pension issues to consider. You may also need to think about protecting your Intellectual Property or any new designs you create with patents. If you are thinking of important or exporting you may also need specific licences, therefore during your business planning phase try to think about any legal, regulatory, tax or other requirements.





focus on

# Health

## OPPORTUNITIES IN ESSEX

The health sector supports millions of patients across the UK every year. There are lots of roles in the health sector; doctors and nurses are just one part of the story. A career in health gives you the chance to make a real difference to people's lives - on the front line treating patients, conducting vital research or in an administrative or an office-based role.

In Essex the health sector is huge and employs people in an extremely wide range of roles. With so many diverse opportunities, the skills shortages within the health sector are prevalent meaning employers such as the NHS are always looking for new talent and staff.

13,500+

job postings in 2017

47,000+

total employees in Essex

£35,000

average advertised salary in 2017

1,700+

total businesses in Essex

## MYTHBUSTING

### 'YOU CAN'T DO HEALTHCARE WITHOUT A DEGREE

Whilst qualifications are important for some roles, there are also many healthcare positions available for those with no previous experience, often with a good starting salary.

### 'HEALTHCARE DOESN'T REALLY PAY WELL'

The pay and benefits in this sector can be higher than you think. In addition to the NHS, there are lots of private health companies who also offer good pensions and even life insurance.

### 'I DON'T FEEL COMFORTABLE WORKING WITH PATIENTS'

Health work is much more varied than you might be aware of. There are many office functions, support roles and managerial positions available which might suit you better.

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

Mental Health  
Patient Care  
Computer Skills  
Organisational Skills  
Midwifery  
Writing and Research  
Teaching or Mentoring  
Calculation

### TOP JOBS ADVERTISED IN ESSEX

Theatre Practitioner  
Auxiliary Nurse  
Physiotherapist  
Occupational Therapist  
Clinical Coder  
Health Associate Professional  
Emergency Care Assistant  
Radiographer

## EXAMPLE JOB ROLES

### ENTRY ROLES

Employers will look for good GCSE results as a minimum, but the wide range of entry level positions and apprenticeships means that you don't need high level degrees to begin your career in health.

#### Emergency Medical Dispatcher: £15k - £25k

Emergency Medical Dispatchers handle calls from the public and GPs requesting an ambulance. It may also help you get a job if you've experience in customer services or the health sector. Some of the skills you will need include; excellent communication skills to handle 999 calls; the ability to think quickly under pressure; fast, accurate typing skills; IT skills to use computerised command and control systems

#### Ambulance Care Assistant: £15k - £19k+

Ambulance Care Assistants take patients to and from hospital for appointments. You'll need to have a full, manual driving licence that covers the right vehicles for your local ambulance service. You will likely help patients out of their home and into the ambulance; help patients settle back home after appointments and use a radio to keep in touch with the ambulance control room.

#### Maternity Support Worker: £15k - £20k+

Maternity Support Workers help Midwives provide care to women and their babies, before, during and after childbirth. You will need to learn a lot in this job and you could enter this profession through an apprenticeship route. Some of the tasks you might do include; sharing information with midwives about the condition of mothers and babies; helping to deliver care plans; providing women with support to help them look after themselves and their baby on their own.

### OTHER ROLES

A lot of higher-skilled roles in the health sector mean more responsibility to the health of some of the people you work with, but there are also non-health specific roles in the sector such as financing and marketing.

#### Paramedic: £22k - £35k

Paramedics deal with emergencies, giving people life-saving medical help. You'll need to have a foundation degree, diploma of higher education (DipHE), or degree in paramedic science or paramedic practice to become a Paramedic. Working as a volunteer community first responder with an organisation like St John Ambulance or an NHS ambulance trust may help you to get onto a training course.

#### Nurse: £21k - £27k+

Nurses plan and provide medical and nursing care to patients in hospital, at home or in other environments. They take care of patients who are suffering from a mental or physical illness and also promote good health by educating people on how to best take care of themselves. Training to be a nurse could be a great move, Essex needs thousands of Nurses to join the sector over the next few years so there are plenty of opportunities.

#### Performance Officer: £22k - £29k

Like any sector, health needs people in administrative positions too. Performance Officers are involved in monitoring the whole range of business activities of health organisations. You will normally need to have good working knowledge of MS Office, strong time-management skills and be willing to learn. Essential qualities include the ability to foster positive working relationships, be a strong team player and communicate effectively with other teams throughout the organisation and with external agencies.

### what can I learn?

£15k+

900

£20k+

2,400

£30k+

4,500

£60k+

500

£90k+

150

Number of job postings in 2017

# MY EXPERIENCE: HEALTH CARE/Emily



“My role is in the Intelligence Centre for the Essex Sexual Health service which is the first point of contact for customers accessing the service. After looking after my mum, it made me want to help others and be in a role where I could engage with people and try to make a difference. I joined Provide as an Apprentice in 2015, within the Marketing and Communications department at the Head Office. Processes are changing all the time and, as such, we are able to suggest improvements; it is always good to know your employer values your input. Furthermore, it is rewarding to help the public with their enquiries, either by arranging appointments or providing support.

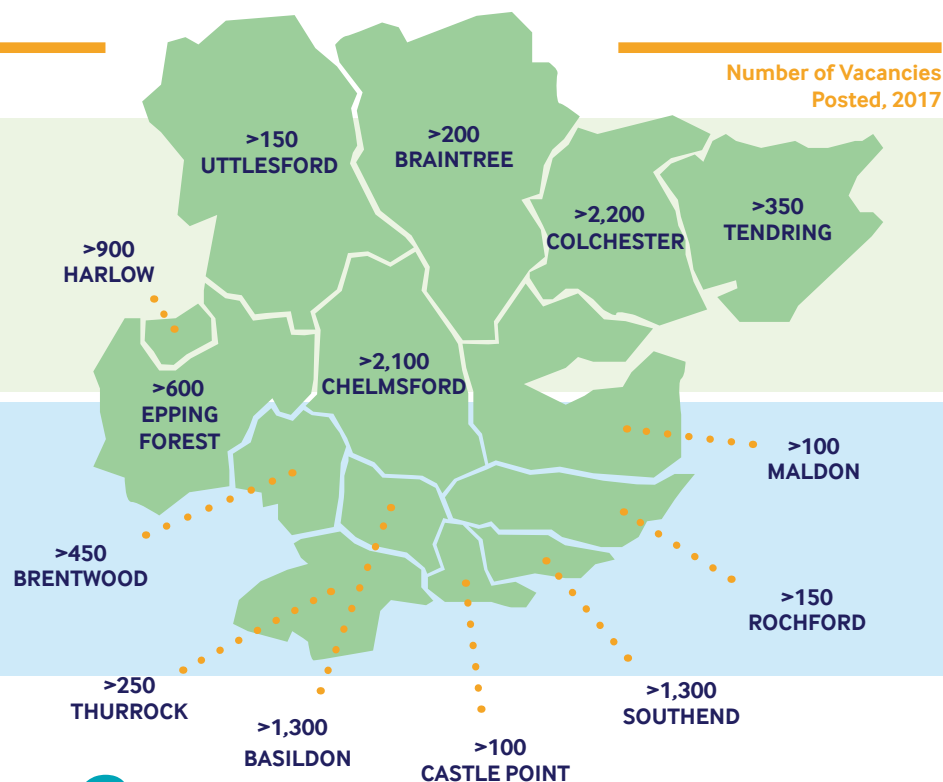
- Support Worker



## WHERE COULD YOU WORK?

### KEY EMPLOYERS WITHIN ESSEX

Aspen Healthcare  
BMI Healthcare  
BUPA  
Care UK  
National Health Service (NHS)  
Ramsay Healthcare  
Spire Healthcare



## What's next?

Emily's advice for getting into the sector: "I would always say to take every opportunity you are given and learn as much as possible. It will really help give you an understanding of the type of role you might want to pursue in your career and will develop your experience and confidence." Check out sites like: [www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk) or [www.careukhealthcare.com](http://www.careukhealthcare.com) for more information about the sector and job opportunities.

# IT, Digital & Creative

focus on

## OPPORTUNITIES IN ESSEX

The IT, digital and creative sector is one of the fastest growing industries in Essex. There are a large number of companies providing more and more job opportunities in this sector each year.

The world is becoming ever more digital and this means that more and more jobs need digital and creative skills. This is great news for people with a creative flair. This sector is hugely diverse and includes activities such as film making, animation, digital marketing, cyber security, software development and network engineering.

17,000+

job postings in 2017

30,000+

total employees in Essex

£38,000

average advertised salary in 2017

7,500+

total businesses in Essex

## MYTHBUSTING

### 'I DON'T KNOW HOW TO CODE'

It's ok! Coding isn't necessary for a huge number of jobs such as project management, digital marketing or even graphic design.

### 'I'M A WOMAN SO IT AND DIGITAL ISN'T FOR ME'

Businesses are crying out for more women to work within the sector, especially those who can bring new ideas and think about things differently. So, even if you're not creative, as long as you've got good skills, there are plenty of opportunities for women to work in this industry.

### 'I'M NOT VERY CREATIVE OR TECHNICAL'

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

SQL  
Java Script  
Microsoft Windows  
Microsoft C#  
.NET Programming  
Project Management  
Technical Support  
Website Development

### TOP JOBS ADVERTISED IN ESSEX

Software Development Engineer  
Web Developer  
Systems Engineer  
C# Developer  
Marketing Executive  
IT User Support Technician  
TV/Audio Engineer  
Programmer



# EXAMPLE JOB ROLES

## ENTRY ROLES

Many jobs in IT, Digital and Creative require you to have some skills, experience or qualifications that are relevant to the sector first, however there are many entry level roles that will help you to get to that stage.

### Junior Account Planner: £18k - £22k

Junior Account Planners help to represent the voice of the consumer in marketing agencies. They're part of the team responsible for developing the strategic insights around advertising ideas. They help formulate a brand communications strategy, followed by the creative brief that will be used by the agency's creative teams to produce the creative ideas.

### Web Analytics Assistant: £20k - £24k+

A Web Analytics Assistant will measure, collect and analyse internet and application data to inform and enhance online marketing strategies. This involves the manipulation of large data sets created by patterns of behaviour among internet users to develop insights into how and why people do what they do online. Working closely with other members of the online team, this can improve the performance of specific websites and applications.

### Junior Business Analyst: £18k - £25k

Business Analysts straddle the worlds of business and IT. They work with a company's IT team to gather information about the software and hardware necessary for the business to operate. The role is very often project-based, keeping it varied and challenging. This is a great role for somebody who enjoys working with different departments and has a varied set of skills. It suits good communicators, problem solvers and negotiators.

## OTHER ROLES

All of these roles will expect you to have some form of relevant qualifications or experience and will often expect you to have 4 to 5 GCSEs at grades 9 to 4 (A\* to C) including English and Maths

### Social Media Manager: £25k - £40k

Love Facebook, Twitter or Instagram? This job might be the one for you. Social Media Managers post content and manage business accounts across all social media networks to promote a company's latest events, their products and to help grow brands and campaigns.

### Graphic Designer: £24k - £32k+

If you're a bit artistic then consider graphic design. These designers use digital software like Photoshop and use their knowledge of typography, colours and layout to produce some of the most memorable visuals, from posters, to logos or game covers and everything in between. You can learn lots of these skills online to begin, often for free.

### IT Technician £18k - £25k+

IT technicians monitor and maintain the computer systems and networks of an organisation. They may install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person.

### Web Developer: £30k - £45k+

Web Developers use their creativity and technical skills to design, build and maintain websites. Usually designers and developers will come together to share their skills to make the very best websites. Web Developers will often have meetings with clients to identify their business needs and ensure functions work well for their users.

# MY EXPERIENCE: IT, DIGITAL & CREATIVE / Sadie



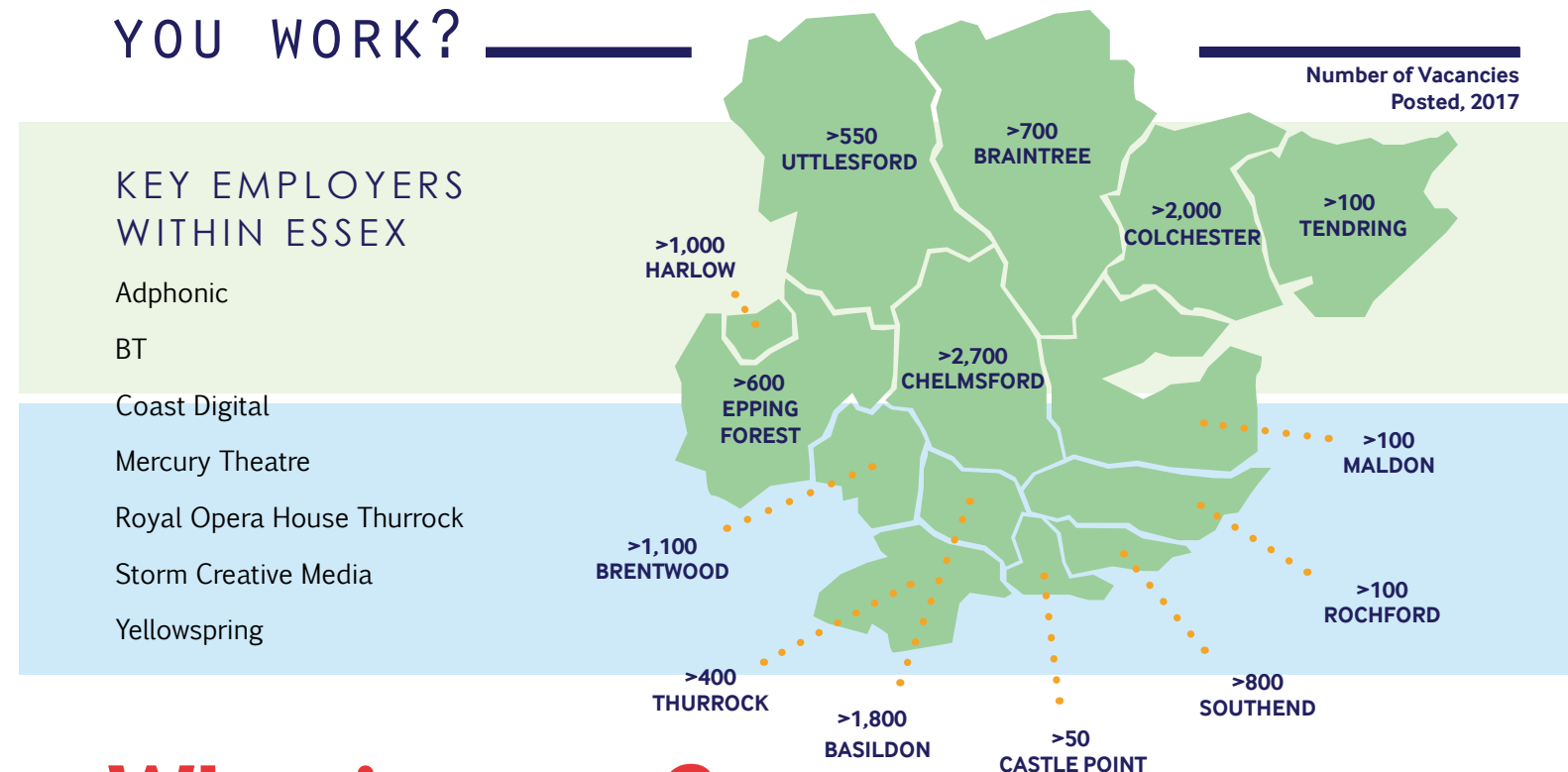
**“** I love being a Web Designer because I'm able to solve problems creatively and create designs that I am really proud of.

I had a keen interest in design, with a passion for photoshop. I enjoyed choosing colour schemes and page layouts for my own personal projects and wanted to turn it into a career. I work with a great team that support me and help me push myself in my design work. I started my career at Coast Digital as an apprentice. I wanted to gain experience whilst learning about web design in an office environment.

- Web Designer

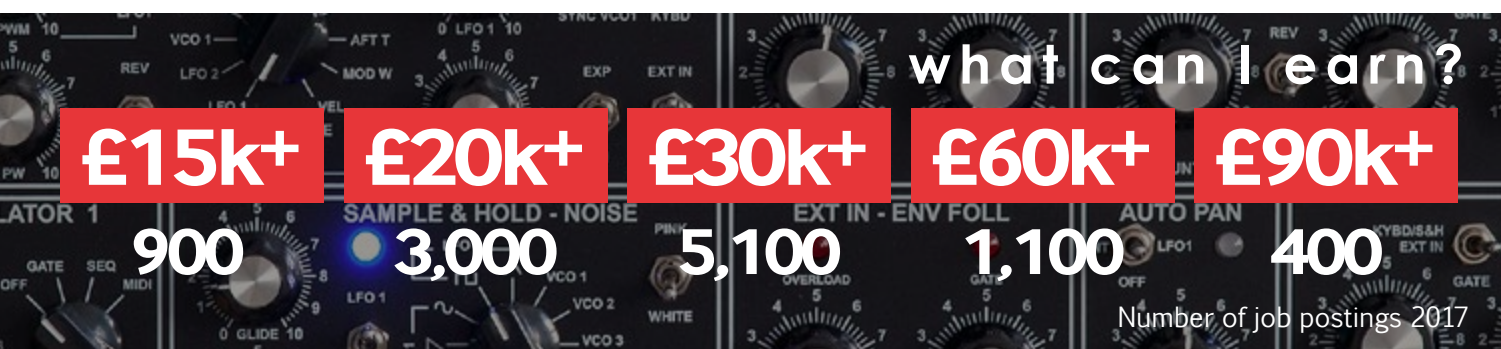


## WHERE COULD YOU WORK?



## What's next?

Sadie's advice for getting into the sector: "Don't be afraid to take the leap! An apprenticeship was the best path I could have taken to achieve the career that I wanted. It built my confidence and I now feel I can fulfil my role to my best ability." Check out sites like: [www.ccskills.org.uk/careers](http://www.ccskills.org.uk/careers), [www.cwjobs.co.uk](http://www.cwjobs.co.uk), or [www.onlydigitaljobs.com](http://www.onlydigitaljobs.com) for more information about the sector and to find job opportunities.





# HEALTH — AND WELLBEING — AT WORK

## A lot of people have questions about how to make your career suit your needs - here are the answers...

You may be returning to work after caring for a relative or having had a break due to a health condition or disability and need a new job role. You may be looking for a career change or have decided you would like a challenge before you retire. Whatever your circumstances, feeling safe, healthy and supported in the workplace is critical.

### reasonable adjustments

If you have a **disability or health condition**, your employer must make certain changes (known as 'reasonable adjustments') to make sure you're not substantially disadvantaged. This applies to all workers, including trainees, apprentices, contract workers and business partners.

- **Changing the recruitment process** so a candidate can be considered for a job.
- **Changing working hours**
- **Making physical changes to a workplace** like installing a ramp for wheelchair access or an audio-visual fire alarm for a deaf person.
- **Changing equipment** such as providing a special keyboard for people with arthritis.
- **Phased return to work** to support employees who become disabled back into employment, this includes flexible working hours or working part time.

### workplace adaptations

Access to Work can help pay for support you may need because of your disability or long term health condition, they will also work with your employer to advise them how best they can support you. Some of the examples include:

- **Aid and equipment in your workplace**
- **Adapting equipment to make it easier for you to use**
- **Money towards any extra travel costs or if you need help to adapt your vehicle**
- **An interpreter or other support at a job interview if you have difficulty communicating**
- **Other practical help at work, such as a job coach or a note taker or lip speaker**

If you have a mental health condition, you will be offered assistance to develop a support plan. This may include steps to support you going into, remaining in or returning to work and suggestions for reasonable adjustments.

### flexible working

Flexible working is a way of working that suits an employee's needs, e.g: having flexible start and finish times or working from home. All employees have the legal right to request flexible working, not just parents and carers. This is known as 'making a statutory application'. Employees must have worked for the same employer for at least 26 weeks to be eligible. There are different ways of working flexibly:

- **Job sharing:** Two people do one job and split the hours.
- **Working from home**
- **Part time:** Working less than full-time hours, often by working fewer days).
- **Compressed hours:** Working full-time over fewer days
- **Flexitime:** The employee chooses when to start and end work within agreed limits (but works 'core hours').
- **Annualised Hours:** The employee has to work a certain number of hours over the year but they have some flexibility about when they work.



Alison Calnan, Ford Motor Company UK

“You can spend a lot of time at your place of work and so it's important that you are completely happy with your working conditions. I have had a variety of HR management positions within Ford so, with this knowledge, I've created a list of some of the options that might be available to you as an employee (depending on the company). As a Chartered Occupational Psychologist, I know how work can affect your personal life and wellbeing, so be sure to familiarise yourself with your rights as a worker. In this article, I've outlined some of the most important support you can find, but if you have a particular circumstance that you need support with in the workplace, don't be afraid to ask your manager because they may be able to help.”

## Disability Confident

The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. Employers who have signed up are committed to diversifying their workforce and recruiting people with disabilities and health conditions. A list of employers who have signed up to the scheme can be accessed here: [www.gov.uk/government/publications/disability-confident-employers-that-have-signed-up](http://www.gov.uk/government/publications/disability-confident-employers-that-have-signed-up)

## Age Positive

There are more older people in employment than ever before, but many people over 50 are at risk of leaving the workforce early, and not necessarily because they want to. Staying in work and taking control of when and how you retire can give you more money as well as benefit your health and wellbeing.

[www.ageuk.org](http://www.ageuk.org) provides guidance about working past 50 and employing older workers. It is aimed at older people who want to get back into, or stay in, work and employers who could benefit by employing older people.

## Support Organisations

There are many support organisations that can help support you in your journey into employment and provide you with a range of information, from: support for unpaid carers, understanding alternative working methods, disability and health and much more.

You can find a list of details on our website: [www.essexsb.co.uk/news/support-organisations](http://www.essexsb.co.uk/news/support-organisations)







# logistics

focus on

## OPPORTUNITIES IN ESSEX

The logistics sector is a vital resource for the economy. It enables individuals and communities to travel and store, receive and deliver goods by land, sea and air.

Essex, Southend and Thurrock are home to two international airports, three international ports, the London International Cruise Terminal and numerous warehouses. Essex employers provide air, sea, rail and road transport, moving goods across the UK and internationally. The sector is suffering from an ageing workforce, with employers concerned about the future supply of workers. People often don't realise the career potential of the sector, nor the amount of money you could earn in logistics.



## MYTHBUSTING

**'LOGISTICS IS ONLY FOR MEN'**

The sector employs over 400,000 women in logistics across the UK.

**'IT'S ALL ABOUT DRIVING HGV AND LGVs'**

The industry offers a variety of different jobs. In Essex there were more than 180 different occupations advertised in 2017.

**'THERE ARE NO OPPORTUNITIES FOR ME TO GROW'**

Over 62% of employers provided training to their staff in the last 12 months.

### TOP SKILLS EMPLOYERS ARE LOOKING FOR

- Communication
- Customer Service
- Traffic Planning
- Business Management
- Computer Skills
- Quality Assurance
- Problem Solving
- Forklift Operation

### TOP JOBS ADVERTISED IN ESSEX

- Large Goods Vehicle (LGV) Driver
- Courier/Van Drivers
- Fork-lift Truck Driver
- Managers: Storage/Warehousing
- Air Transport Operatives
- Ship and Hovercraft Officers
- Aircraft Pilots and Flight Engineers
- Crane Operatives

## EXAMPLE JOB ROLES

### ENTRY ROLES

The logistics sector offers plenty of opportunities for you to get your foot in the door of this exciting industry. Take a look at some of the entry level roles below.

#### Weighbridge Operator: £15k - £21k

Weighbridge Operators check delivery paperwork and record the weight of lorries arriving and leaving the depot, factory or site. There are no set entry requirements, but you'll need to be well organised, with good administration and IT skills. You will need an attention to detail and be a good communicator. Training is given on the job in most cases.

#### Port Operative: £15k - £25k+

Port Operatives work with cargo, passengers and marine craft in ports and harbours. There are no set entry requirements, but you'll have to pass a medical exam. You may need a driving licence and colour-normal vision is essential. You will need excellent fitness levels, practical skills, the ability to follow instructions and work in a team. Your average working week is about 40 hours on a shift system, covering seven days a week.

#### Import-Export Clerk: £18k - £28k

An Import-Export Clerk ships goods to and from the UK by road, rail, air and sea. Employers will usually expect you to have at least four GCSEs at grades 9 - 4 (A\* to C) including English and Maths. Typical duties could include; managing freight bookings using a computer system; checking orders, tax and customs documents are correct; working closely with national and international suppliers and agents and arranging freight deliveries and collections between ports, airports and warehouses.

### OTHER ROLES

All of these roles will expect you to have some form of relevant qualifications or experience and will often require you to have 4 to 5 GCSEs at grades 9 to 4 (A\* to C) including English and Maths

#### Supply Chain Manager: £25k - £60k

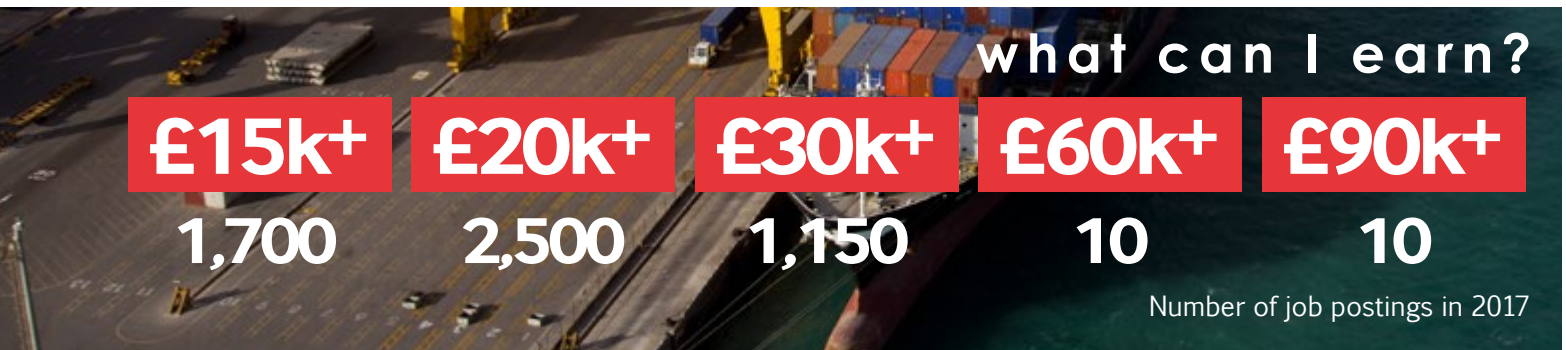
Supply Chain Managers organise the movement of goods and materials from suppliers and manufacturers to customers. You will need good spoken and written communication skills, problem-solving and maths skills and good geographical knowledge. Your role could include; looking at ways to improve supply chain networks; tracking shipments and stock levels using computer software and planning the best way to get goods from suppliers to distribution centres and retailers.

#### Transport Planner: £22k - £50k

A Transport Planner's duties include simulating transport problems using computer models to work out solutions; analysing and interpreting data from transport studies; studying accident 'black spots' to design road safety improvements and looking at schemes to manage traffic, like congestion charging or parking controls. You will usually need a degree in civil engineering, economics, environmental science, or geography and will require project management skills and excellent communication and negotiation skills.

#### Freight Forwarder: £16k - £40k

A Freight Forwarder's daily tasks could include; arranging routes and schedules and confirming details with carriers; calculating weight, volume and cost of goods to be moved; booking cargo space with carriers and clearing goods through customs and arranging for duties or taxes to be paid. You will tend to work, Monday to Friday. You could work standard office hours, shifts, or flexible hours if you regularly deal with countries in different time zones.



MY EXPERIENCE:  
LOGISTICS

Daniel



“ I started as a terminal operative at London Gateway back in 2013 where it was my job to help transport containers around the port but I decided to take the opportunity to start my career within electrical engineering.

I chose to stay at London Gateway due to their advanced automated equipment, giving myself the perfect first step into my electrical/automation career.

The thing I most enjoy about my work is that, working with such a wide variety of equipment makes no two days the same.”

- Engineering Apprentice **DP WORLD**

WHERE COULD  
YOU WORK?

KEY EMPLOYERS  
WITHIN ESSEX

- DP World
- Harwich International Port Ltd
- London Container Services
- London Stansted Airport
- Port of Tilbury
- Stobart Air
- Uniserve
- Woodland Logistics



What's next?

Daniel's Advice for entering the sector: "Try to think what would benefit you the best long term and if this industry is what you want to do then just jump in and do it." If you're keen on finding out more about this sector, you can look at websites such as: [www.ciltuk.org.uk](http://www.ciltuk.org.uk) or [www.rha.uk.net](http://www.rha.uk.net)

training provider directory

The following training providers have been listed to help you find the best place for your training. You can also find these on the Essex Provider Network's website: [essexprovidernetwork.co.uk](http://essexprovidernetwork.co.uk). However, there are plenty more training providers that you can find in your local areas.

name:	website:	phone:	email address:
ALM Training Services	almtrainingservices.co.uk	01375 489738	-
All Electrical Training Ltd	tradecentretraining.com	0800 0433334	-
Automotive Glazing Academy	aga.uk.net	0800 1699773	hello@aga.uk.net
Catten College	cattencollege.com	01206 366199	info@cattencollege.co.uk
Central Training Academy	centraltraininggroup.com	0800 7832901	info@centraltraininggroup.com
Chelmsford College	chelmsford.ac.uk	01245 265611	information@chelmsford.ac.uk
Colchester Institute	colchester.ac.uk	01206 712000	-
Crown Vocational Training	crownvocationaltraining.co.uk	01702 597499	info@crownvt.co.uk
Creative Sport and Leisure (CSL)	creativesportandleisure.co.uk	01268 552218	-
CXK	cxk.org	01233 224244	info@cxk.org
Debut Nail and Beauty Training Academy	debutacademy.com	01268 560552	linda@debutacademy.com
Eden Training Ltd	edentraining.co.uk	01702 680068	info@edentraining.co.uk
Go Train	go-train.co.uk	01622 686088	info@go-train.co.uk
Harlow College	harlow-college.ac.uk	01279 868000	reception@harlow-college.ac.uk
HIT Training	hittraining.co.uk	0800 0935892	info@hittraining.co.uk
IPS International	ips-international.com	01634 298800	theoffice@ips-international.com
ITEC Learning Technologies	iteclt.co.uk	01268 286929	info@iteclt.co.uk
Ixion	ixionholdings.com/individual-learners	01245 505630	-
Jet Hairdressing Academy	j-etraining.com	01268 286403	info@j-etraining.com
Learning Curve Group	learningcurvegroup.co.uk	01388 777129	-
Life Skills	learnaliving.co.uk	0800 6226493	-
MPower Training Solutions Ltd	mpowertraining.com	01992 769696	info@mpowertraining.com
PROCAT	procat.ac.uk	0800 3893589	-
RM Training	rmtraining.org	01322 217072	info@rmtraining.org
Seetec	seetec.co.uk	08453 306573	enquiries@seetec.co.uk
Seevic College	seevic-college.ac.uk	01268 756111	info@seevic-college.ac.uk
South Essex College of Further and Higher Education	www.southessex.ac.uk	08455 212345	learning@southessex.ac.uk
Southend Adult Community College	southend-adult.ac.uk	01702 445710	-
Specialist Trade Courses Ltd	stccourses.co.uk	0345 5652656	-
The Consultancy Home Counties Ltd	tchc.net	01279 648430	info@tchc.net
The Lightbulb	thelightbulb.net	01268 270648	info@thelightbulb.net
Thurrock Adult Community College	tacc.ac.uk	0800 7837733	info@tacc.ac.uk
VTS	vtc.ac.uk	01702 353557	info@vtc.ac.uk
Writtle University College	writtle.ac.uk	01245 424200	info@writtle.ac.uk
Adult Community Learning Essex	aclessex.com	0345 6037635	lifelong.learning@essex.gov.uk
University of Essex	essex.ac.uk	01206 873333	admit@essex.ac.uk
Anglia Ruskin University	anglia.ac.uk	01245 493131	answers@anglia.ac.uk
Epping Forest College	efc.ac.uk	02085 088311	-
Palmer's College	palmers.ac.uk	01375 370121	enquiries@palmers.ac.uk





What's Your Thing?  
Careers Guide 2018-2019

This information was produced by  
The Essex Employment and Skills Board.  
To contact the board, feel free to:

Visit our website:  
[whatsyourthing.org.uk](http://whatsyourthing.org.uk)

E-mail us:  
[theboard@essexesb.co.uk](mailto:theboard@essexesb.co.uk)

Tweet us: [@EssexESB](https://twitter.com/EssexESB) Follow us on Facebook:  
[/ESBESsex](https://www.facebook.com/ESBESsex)

Write to us:  
**Essex Employment and Skills Board,  
County Hall,  
Market Road,  
Chelmsford,  
Essex,  
CM1 1QH**

For Careers advice and guidance,  
call the National Careers Service on:  
**0800 100 900**

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